



## PRESS RELEASE

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### **Consumer report proves: better phone service with empolis technology**

Gütersloh, Germany, December 1, 2008 – In the November 2008 issue of Stiftung Warentest (Institute for Consumer Reporting), ten internet providers were put to the test (see German report <http://www.test.de>). Three of the largest providers utilize the empolis:Service Lifecycle Suite (e:SLS) for their telephone customer service. In the area of “technical support on the telephone”, it was interesting to take a closer look at the evaluations.

**empolis customers were rated with an average grade of 2.7 for telephone support. Their competitors were rated at a full grade lower on average (3.6).**  
(Grade scale 1=excellent, 5=failed)

The test proved again that the empolis:Service Lifecycle Suite considerably improves problem resolution in service and is the ideal tool for service staff in problem identification and solving. e:SLS enables companies to find the correct answer to a customer’s query as quickly as possible and forward it consistently to each contact channel. Furthermore, it is the key to significantly cutting problem solving processes in all phases of the service lifecycle and subsequently a large percentage of the overall costs.

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#### **About empolis:**

empolis – The Information Logistics Company – offers enterprise content and knowledge management solutions for company-wide information logistics and for improving business processes. More than twenty years of experience and extensive industry know-how build the foundation, upon which the empolis software solutions are designed, for a wide range of applications.

Our software solutions efficiently and effectively implement and manage the distribution and storage of information - from the moment it is created to when it is used. With the integration of highly-developed knowledge management and



intelligent content management, empolis delivers the right information at the right time to the right person.

As a full service supplier, empolis delivers everything from consulting, design and creation to implementation of solutions from a single source. empolis is an arvato AG subsidiary. arvato AG is one of the biggest internationally networked media and communication services providers within the Bertelsmann Group and therefore, empolis belongs to a unique network of over 270 companies in 36 countries.

**[www.empolis.com](http://www.empolis.com)**