

Actuate Wins Sixth Consecutive Conconfirmit ACE (Achievement in Customer Excellence) Award

Confirmit's prestigious awards program recognizes leaders using Voice of the Customer to increase customer satisfaction and improve business results

San Francisco, Calif. – April 29, 2013 – [Actuate Corporation](#) (NASDAQ: BIRT), The BIRT Company™ – delivering more insights to more people than all BI companies combined, announced they have been awarded a 2013 Confirmit ACE (Achievement in Customer Excellence) Award. The accolade demonstrates Actuate's long-term commitment to its customers' success across its entire customer base, including those using the ActuateOne® family of development and deployment products for Big Data business analytics.

The Confirmit ACE Awards program celebrates outstanding achievement in customer satisfaction, employee satisfaction, and/or partner satisfaction. Receiving a Confirmit ACE Award is a distinct honor that demonstrates the recipient's rigorous application of customer feedback processes and its outstanding performance as measured by those processes.

Actuate earned the Confirmit ACE Award based on its customer satisfaction as measured quarterly via Confirmit's Voice of the Customer.

"We are honored to win a Confirmit ACE Award for the sixth year in a row," said My Nguyen, Vice President of Customer Support at Actuate Corporation. "This on-going recognition is a testament to our absolute commitment in ensuring the satisfaction of our customers, and this commitment is a large part of what makes us stand out in the Business Analytics software landscape."

"We are delighted to recognize Actuate as a customer excellence leader," said Henning Hansen, President and CEO of Confirmit. "The Voice of the Customer is critical in enabling businesses in competitive industries to satisfy and retain customers, and drive business change. As an ACE Award winner, Actuate clearly understands this, and we are proud that they rely on Confirmit for these vital business initiatives."



About the Confrimit ACE Awards

The ACE (Achievement in Customer Excellence) Awards program was established in 2005 to recognize outstanding achievement in customer satisfaction. To be eligible for a 2013 Confrimit ACE Award, Confrimit Voice of the Customer (VoC) solutions clients must have conducted one or more surveys to assess customer satisfaction between October 1, 2011 and December 31, 2012. Qualifying performance is determined by a combination of customer satisfaction mean scores and top-box rating percentages maintained during at least a 6-month period during the eligibility period. For more information on awards criteria, visit www.confrimit.com/ace-awards.

About Actuate Customer Service

Recognized consistently for award-winning customer support, Actuate works diligently to ensure that every customer implementation is successful, is delivered as scoped, and accommodates the customers' current as well as evolving business needs. ActuateOne[®] – the BIRT-based suite of commercial products for development and deployment of custom business analytics applications – provides development tools and advanced data visualization products for both developers and data-savvy business users. Actuate is dedicated to providing the highest quality of service to every category of customer at every size organization. To learn more about services and support from Actuate visit www.actuate.com/services/support.

About Confrimit


Confrimit is the world's leading SaaS vendor for multichannel Voice of the Customer, Employee Feedback, and Market Research applications. The company has offices in Oslo (headquarters), Cologne, Guildford, London, Moscow, New York, San Francisco, Vancouver, and Yaroslavl. Confrimit's software is also distributed through partner resellers in Barcelona, Kuwait City, Madrid, Milan, Pattaya, Sydney, and Tokyo.

Confrimit targets Global 5000 companies and Market Research agencies worldwide with a wide range of software products for feedback / data collection, panel management, data processing, analysis, and reporting. Customers include A&N Media, Aurora, British Airways, Cross-Tab, Dow Chemical, Farmers Insurance, GlaxoSmithKline, Ipsos, JTN Research, Keep Factor, Morehead Associates, Nielsen, The NPD Group, Swapit, Swisscom, Symantec and The Wellcome Trust. Visit <http://www.confrimit.com> for more information.

[About Actuate – The BIRT Company[™]](#)

Actuate founded and co-leads the [BIRT open source project](#), which is used by over 2.5 million developers around the globe and serves as the foundation of the [ActuateOne[®]](#) platform. Applications built on ActuateOne deliver more business and consumer insights to more people than all BI companies combined - ensuring organizations are ready for the exponential growth of Big Data and the proliferation of touch devices.

The ActuateOne platform empowers developers to rapidly develop custom, BIRT-based [business analytics](#) and [customer communications](#) applications. ActuateOne applications built with **one BIRT design** can access and



integrate any data, including unstructured sources. They provide **one user experience** regardless of skill level and are supported by **one platform** for any cloud, hybrid, on-premise, web or touch device deployment.

Headquartered in [Silicon Valley](#), Actuate has over 5,000 customers globally in a diverse range of business areas including [financial services](#), [technology](#) and the [public sector](#). Actuate is listed on NASDAQ under the symbol BIRT. For more information, visit www.actuate.com or engage with the BIRT community at www.birt-exchange.com.

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