

Company

Living-e and empolis pool sales forces

Better customer service through partnership

Karlsruhe, Kaiserslautern 17 February 2009 – Living-e AG, the provider of self-learning solutions that intelligently and automatically respond to inbound communications, and empolis GmbH, the specialist in Information Management Applications, have today announced an extensive sales partnership. The two companies are pooling their sales activities initially in Germany, Austria and Switzerland.

Living-e will start to distribute the empolis:Service Lifecycle Suite (e:SLS) and the empolis:Information Access Suite (e:IAS) with immediate effect, while empolis has incorporated Living-e's multichannel auto-response management solution, MailMinder into its portfolio.

MailMinder & e:SLS – The solution for comprehensive- E-Service

Together the MailMinder and e:SLS products create an innovative solution that is used by customer service organizations to increase customer satisfaction while improving service processes. e:SLS offers relevant responses to customer inquiries, while MailMinder ensures that the information reaches the customer efficiently by e-mail, fax, SMS or text message.

“Cost savings in the face of increasing customer demands and a rapid increase in the volume of communication from all channels presents our customers with ever growing challenges. The combined offering of e:SLS and MailMinder enables customer service processes to be better controlled, managed, automated and optimized in order to increase services levels more efficiently”, says Dr. Wolfgang Kemna, CEO of Living-e AG.

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“Along with sales and distribution, Living-e and empolis also offer mutual support and the necessary implementation services to deliver the combined solution to customers. Customers benefit from the consolidation of the two companies’ products and years of expertise in customer service applications”, says Dr. Stefan Wess, CEO of empolis.

1.845 characters with an average 55 characters per line

About Living-e

Living-e offers service companies intelligent multi-channel communication and information management solutions based on innovative artificial intelligence and patented text analysis technology. Our adaptive software optimises and automates the processing of unstructured data with unequalled precision, and so with relevance that helps our clients to offer outstanding customer service coupled with significant operating efficiency and an increase in productivity.

www.living-e.com

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.

www.empolis.de

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