



PRESS RELEASE

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APEX COVANTAGE RELEASES ProACT 4.0®
Enhancements encompass KnowledgeSolutionsSM

HERNDON, VA– August 23, 2005 – Apex CoVantage, a leader in Global Process Outsourcing (GPO), today announced the release of ProACT 4.0. ProACT is Apex’s Oracle-based ERP solution for GPO service providers, first released in the mid-1990s.

ProACT 4.0 accommodates the unique requirements of KnowledgeSolutions, chief among which is the people-centric nature of KnowledgeSolutions work. Clients can now evaluate the quality of the work of any Apex professional assigned to their projects through the new Quality Webface™. These quality assessments feed into the ProcessQA® module – tagged as premium, customer-generated feedback. They are also used to develop training messages/lessons for the individual and the project team at large, as part of Apex’s signature continuous-improvement service model.

The Human Resources modules for recruitment, testing, training, skill inventory, skill enhancement and certification have been enhanced to encompass knowledge workers. Our commitment to staff excellence gives Apex clients the assurance that only the best-educated, best-trained and most efficient professionals in the industry are at work on their projects.

“ProACT 4.0 propels Apex to the forefront of the emerging Knowledge outsourcing (KPO) space, in that it is the most sophisticated and reliable service delivery infrastructure available today. Over the next year, we expect to pioneer and revolutionize KPO much as we did for BPO in India 17 years ago,” commented Dr. Shashikant Gupta, President and CTO.

Ratheesh Nair, Apex’s VP of Software Products observed, “The new ProACT is written in C#.NET, the newest and most powerful programming platform today. In addition to the benefits obtained by our clients and staff, investing in and embracing the newest technologies creates an exciting, high-growth environment for our software team.”

“The 4.0 upgrade took 5 person-years to develop, raising Apex’s total investment in ProACT to over 21 person-years in design, development and testing from the first release. Managing such a major, complex product, using the latest technology, has been a personal challenge and professional achievement for me,” added Khaja Quamruddin, Project Manager.

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About Apex CoVantage

Apex CoVantage is an American provider of Global Process Outsourcing (GPO) services. We opened our first GPO service center in 1988 and subsequently pioneered the market for offshore services. Today, we provide contact center, engineering, e-publishing and print solutions, as well as professional KnowledgeSolutionsSM, from a global network of service centers. Our clients include many of the largest, fastest growing and most admired companies in the United States, Europe and Australasia. In every industry and every service area, these clients are reaching the next level of service performance in partnership with Apex CoVantage.

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