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## **Action Technologies, Inc. Releases Metro 5.2, E-Process Application Platform**

*October 15, 2001 - Alameda, Calif.* - Action Technologies, Inc. announces the release of Metro 5.2. Metro is an e-process application platform that rapidly automates and continuously improves the business processes that drive e-commerce initiatives. Metro enables impeccable customer interactions that cross enterprise boundaries. Unlike workflow systems or enterprise applications that control static routine processes, Metro provides a closed-loop, customer-centric, business interaction model that supports dynamic, adaptive processes that enable the acquisition, servicing, and satisfaction for customers online.

The Metro promise is to enable ownership of the total customer experience with rapidly developed, open and adaptive e-process solutions that:

- Enable closed-loop, impeccable customer interactions
- Manage resolutions across organizational and geographic boundaries
- Respond to exceptions, breakdowns and new opportunities
- Serve customers one-to-one where individual customers are valuable, or the consequences of failure costly.

Metro 5.2 improves system performance and scalability and increases reliability and security. Metro 5.1 already offered fastest time to solution for business process management; Metro 5.2 further reduces the cost to build and deploy applications, and further reduces the cost to install and maintain the system.

### **Metro 5.2 Highlights:**

- Processes up to 10 times as many transactions per hour (as compared to 5.0)

- Supports up to 10 times as many users
- Much lower error rates
- Supports secure Windows NT integrated security configurations on Windows 2000 and SQL 2000.
- Simplified installation
- New Builder options for forms, style sheets and HTML attributes
- New Administrator options for logging, editing scripts, database checks and site configuration reports

With ActionWorks® Metro it's easy to design, deploy and manage business processes online. The latest Metro release, 5.2, promises to be the fastest time-to-solution for e-business processes. The many new features are designed to enable rapidly develop complete e-process solutions that range from administrative to strategic or that encompass core mission-critical processes.

### **About Action Technologies**

For more than 20 years Action Technologies ([www.actiontech.com](http://www.actiontech.com)) has delivered award-winning Business Process Management (BPM) software that reduces the time and cost of decision-driven processes by 40-60% and typically generates returns of more than 300%. The ActionWorks® Suite enables our leading global customers to analyze, redesign, implement and continuously improve their operations through a patented system for managing negotiations and commitments.

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