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**USAA Signs Agreement for ActionWorks® Business  
Process Management Software**

March 3, 2003, Alameda, Calif. -- Action Technologies, Inc., a leading provider of business process management solutions, announced today that USAA, one of America's leading financial services companies, signed an enterprise license agreement for ActionWorks business process management software.

ActionWorks provides financial services companies with the tools to personalize customer service while keeping costs down.

"We are pleased that USAA has become an enterprise licensor of ActionWorks Metro," said Bill Welty, CEO for Action Technologies. "USAA is a long-time customer, and we are proud to support their commitment to providing world-class service to USAA members."

**About Action Technologies, Inc.**

Action Technologies ([www.actiontech.com](http://www.actiontech.com)) has had only one mission for twenty years, accelerating business processes. Using our software and methods, customers can analyze, redesign, implement and continuously improve mission-critical decision-processes giving our customers sustainable advantages in speed. And since time is money, our solution regularly cuts costs to levels that generate healthy ROIs. The ActionWorks® brand is reflective of a number of patents in the management of human coordination and business process management, and has won numerous industry awards for the enterprise applications of Action's customers.

**About USAA**

USAA has been serving military families since 1922 and has become one of America's leading financial services companies. The association, well known for its exceptional service, offers its 4.9 million members a comprehensive range of insurance, banking, and investment products and services designed to help them meet their financial needs. Headquartered in San Antonio with offices throughout the United States and Europe, USAA owns or manages assets of \$65 billion.

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