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**Action Technologies Cited as "Visionary" in New  
Gartner Report on Business Process Management  
– Company Given High Remarks in Analyst Firms' "Magic Quadrant" –**

June 5, 2003 – Alameda, Calif. - Action Technologies ([www.actiontech.com](http://www.actiontech.com)), a 20-year-old Bay Area software firm specializing in managing complex human processes, has been identified as the leading visionary Business Process Management (BPM) company in a report issued by Gartner, Inc. (NYSE: IT and ITB), the world's leading technology research and advisory firm.

Action Technologies was recently awarded gold medals in the Global Excellence Awards 2003 competition for its work with Credit Suisse Financial Services and International Truck and Engine Corp. The company's ActionWorks® suite provides the tools that reduce the time and cost of white-collar business processes by 40-60% - and generate typical returns of more than 300% - by managing the flow of decisions, information and accountability.

The Gartner report, entitled *Magic Quadrant for Pure-Play BPM*, is among the first major published analysis of the BPM sector. Visionary companies were selected based on their ability to innovate, differentiate its products and grow their business, as well as their management teams' understanding of technical and marketing issues. Visionaries also must "understand the market and customer requirements well" in the BPM sector.

Bill Welty, CEO for Action Technologies, said, "It is not surprising that Gartner Group has taken a leadership position in creating a Magic Quadrant for Business Process Management (BPM). It is also not surprising to us that Gartner has positioned us as

having the most complete vision in BPM among all participants in this industry. After all, we have focused on human centered Business Processes for nearly twenty years - and we have created financial returns from our solutions which have won more awards in BPM than any other vendor.”

**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.

**About Gartner:**

Gartner, Inc. is a research and advisory firm that helps more than 10,500 clients leverage technology to achieve business success. Gartner's businesses consist of Research, Consulting, Measurement, Events and Executive Programs. Founded in 1979, Gartner is headquartered in Stamford, Connecticut, and has 4,000 associates, including more than 1,000 research analysts and consultants, in more than 75 locations worldwide. Fiscal 2002 revenue totaled \$907 million. For more information, visit [www.gartner.com](http://www.gartner.com).

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