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### **ACTION TECHNOLOGIES INTRODUCES ENHANCED ACTIONWORKS® SUITE**

**– ActionWorks unifies knowledge work through collaboration,  
project-management and administrative tools –**

April 5, 2005 – Oakland, Calif. - Action Technologies ([www.actiontech.com](http://www.actiontech.com)), a 20-year-old software firm specializing in increasing the productivity of knowledge workers, has expanded its ActionWorks business process management (BPM) product software to unify knowledge work in dynamic team environments through a powerful suite of Web-based collaboration, project-management, and administrative tools. The enhanced ActionWorks provides the tools that allow our global customers to reduce the time and cost of knowledge-worker business processes by 40-60%—and generate typical returns of more than 300%.

Over the years, knowledge workers have invented many methods for organizing their work with others: processes, projects, collaborations, case management and ad hoc interactions. ActionWorks is the only BPM package designed to allow the organization of knowledge work using all of these approaches. In addition, all work agreements and negotiations show up in a calendar, dashboard, and workbox, allowing work to be managed through a unified application.

In today's business climate, knowledge workers—people whose knowledge, experience, judgment and innovation are critical to organizational success—represent more than half of the expense of modern corporations. Enhancing the productivity of these employees is the single most important opportunity organizations have to reduce their costs and increase profitability. Knowledge workers collaborate across divisions, companies, and continents—inside and outside of their organizations—usually relying on a cumbersome mix of email, faxes, phone calls, meetings, and notes to organize and manage their work.

The expanded ActionWorks now provides extraordinary functionality for managing complex work in environments where exceptions are the norm. It is unique in its ability to support knowledge workers by enabling them to negotiate which work is to be done when and by whom, and then to assess whether the work has been completed as agreed. The software allows managers to start new team efforts from templates, structure work items with complex interdependencies, work in Gantt charts, and create a package of work for one person, or for many people.

Bill Welty, CEO of Action Technologies, said, "The success—or failure—of companies depends on their ability to manage internal—and external—work. ActionWorks is the only software on the market that gives groups of knowledge workers a unified system for tracking, negotiating and reviewing their work items in real time. ActionWorks is the only BPM solution built to meet the needs of knowledge workers. As businesses face competitive price pressures and global price competition, powerful productivity enhancers like the ActionWorks suite provide dramatic gains in efficiency and effectiveness."

For more information, please visit [www.actiontech.com](http://www.actiontech.com).

About Action Technologies, Inc.

For more than 20 years Action Technologies ([www.actiontech.com](http://www.actiontech.com)) has delivered award-winning Business Process Management (BPM) software that increases the productivity of knowledge workers, reducing the time and cost of knowledge-driven processes by 40-60% and typically generating 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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