

Systems 2005: Integration of mySAP CRM and Computer Telephony Integration CYCOS AG and itelligence AG agree global partnership

Bielefeld, October 27, 2005 - CYCOS AG, Alsdorf, one of the leading software providers in the unified communications area (computer telephony integration (CTI), fax, automatic call/message distribution (ACD/AMD) for corporate customers) and itelligence AG, one of the leading IT full-service providers in the SAP environment, today announced their global sales partnership at Systems 2005 in Munich.

Both companies plan joint market activities in the CRM area in the SAP environment. From now on, the partner's products and solutions are to be offered in a sales process throughout Germany and worldwide. itelligence AG is to incorporate CYCOS products into its offering portfolio as a reseller and system integrator. A joint product brochure and a joint trade fair presence at the CRM Expo are also planned for this year.

"In itelligence, we have acquired one of the most experienced implementers of CRM solutions in the SAP environment for the mid-market. We expect strong demand for our highly integrative communication solutions from traditional and sophisticated SMEs, mainly as a result of the international position of itelligence AG," emphasized Ralph Herrfurth, Head of Sales at CYCOS AG.

Michael Vollmer, Head of the mySAP Solutions division of itelligence AG added that: "the partnership with CYCOS AG is an extremely valuable addition to the portfolio for itelligence. CYCOS AG's perfected solutions enable us to offer our customers one of the best integrated CRM solutions into the rapidly growing market segment of computer telephony integration."

Further innovative, lower-cost offers in the CRM area are due to follow this year. For instance, CYCOS and itelligence are also planning to offer the CRM-CYCOS packages as outsourcing solutions. Joint customer meetings are already expected for Q4.

itelligence AG – Press Release

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CYCOS AG and itelligence AG have already been working together for some years as successful partners in Switzerland and have well-known references, including MIB AG and DaimlerChrysler AG.

Systems 2005

itelligence AG

at Systems 2005 in Munich

from October 24 to October 28, 2004

at SAP's partner booth in

Hall A1.127/A1.227

About CYCOS

About Cycos AG:

With over 20-years experience in the industry, Cycos is one of the leading providers of unified communications solutions for companies. Cycos' core mrs (message routing system) product integrates faxes, voice messages, e-mails and SMSs into a single solution (e.g. Exchange, Notes). The communication is optimized and integrated into existing CRM or ERP solutions (including SAP) if requested. Specific multimedia routing functions also make mrs a solution that is widely used in call centers.

Cycos has an installed base of more than 1.6 million licenses; individual installations vary between less than 50 users in SMEs and more than 150,000 users in large groups. Cycos' competitive advantages lie in the platform independence of its own solution, its high scalability, and the systematic single server concept.

Globally, Cycos AG has a strong partnership network focused on strategic alliances with groups such as SAP, Microsoft, and Eicon. As regards sales, Cycos cooperates with integrators such as T-Systems and NextiraOne; the largest OEM partner is Siemens AG with its product Xpressions. Companies and institutions such as Schering AG, Schwarz Pharma, GlaxoSmithKline, Charité Berlin, Uniklinik Köln, Dresdner Bank, Bank Austria, Deutsche Bundesbank and Landesbank Baden-Württemberg work successfully with mrs.

About itelligence AG:

itelligence AG is a leading international full-service provider for SAP employing some 1000 highly qualified employees in 15 countries and in 4 regions (America, Western Europe, Eastern Europe and Germany/Austria). As a mySAP Business, Service and Support Alliance as well as Global Partner Hosting and Global Services Partner, itelligence realizes complex projects in the SAP environment for over 1,200 customers worldwide. The company's services range from SAP consulting and licensing to outsourcing and services to proprietary industry-specific SAP solutions. In 2004, itelligence AG generated total sales of EUR 131 million.

Public Relations:

Silvia Dicke

Tel: ++49 (0) 521-91448 107

Fax: ++49 (0) 521-91445 201

silvia.dicke@itelligence.de

itelligence AG

Königsbreede 1

33605 Bielefeld

Germany

<http://www.itelligence.de>