

Press Release

REAL TIME AND SINGULARITY ANNOUNCE BPM ALLIANCE

Glasgow, UK - 15 July 2009

International software and services company [Real Time](#) today announced that it has entered into a partnership with [Singularity](#) to deliver [Business Process Management \(BPM\) software](#) and services to the international carrier and contact centre markets.

Combined with Singularity's award-winning BPM software, Real Time can now offer customers the ability to streamline and automate their business processes by integrating BPM capability with human workflow and existing systems.

Real Time has a wealth of knowledge in the carrier and contact centre markets and has been delivering [bespoke and product-based solutions](#) to major UK telcos for over 10 years. The company has a detailed understanding of carrier operational and business support systems (OSS/BSS) and underlying business processes.

Real Time can also leverage the TeleManagement Forum's eTOM and TAM standards to drive savings and efficiencies, and has already helped its carrier customers to cut costs and increase efficiency through business process improvement and systems integration.

Singularity will utilise Real Time's experience to integrate the Singularity BPM solution, [The Singularity Process Platform™](#), with carriers' existing OSS/BSS architecture, resulting in a seamless integration and reduced timescales across core business processes, including Sales, Order Management, Fulfilment, Billing and Assurance.

David Morgan, Business Unit Director at Real Time said: "With Real Time's knowledge of the telecoms industry now combined with Singularity's BPM software and expertise, we can offer a tailored, componentised solution to the Global Telco market. The solution is suitable for customers all the way from switchless resellers through to telco carriers and contact centres."

"This is an exciting opportunity for Real Time and we look forward to working together with Singularity to deliver improvements in operational efficiencies for our respective customer bases. There is also considerable scope for this BPM solution to be developed for other sectors."

"We are delighted to be working with Real Time," said [Dr. Robert McGarry](#), Director of Telecommunications at Singularity. "They have a superb track record of delivering successful projects to world class customers and we look forward to developing a strong long-term relationship with them."

About Real Time:

With unparalleled domain expertise, Real Time delivers business and technology services, solutions and niche products to the oil and gas, utilities, telecommunications, aviation and public sectors. Clients include BAA, Scottish Power and Cable and Wireless. For more information visit www.rtel.com

Real Time is part of Amor Group, a leading provider of business technology solutions. Established in May 2009 to acquire Real Time and Pragma, Amor Group has forecast revenues of £32 million and 330 staff across its Aberdeen, Edinburgh, Glasgow, London and Houston offices. For more information visit www.amorgroup.com

For further press information, please contact Shona Hendry at The BIG Partnership by email at shona.hendry@bigpartnership.co.uk or +44 1224 615003.

Singularity



About Singularity:

Singularity is a specialist in applying Business Process Management (BPM), Case Management and Workflow Software to key Telecommunications processes, including WLR3. With 250 staff and offices in Derry, Belfast, New York, London, Singapore and Hyderabad, Singularity helps organizations automate their business processes to make them more efficient and productive. Singularity provides a range of pre-built solutions to the Telco market for WLR3, Revenue Assurance, Call Performance, CPS, Order Orchestration and Provisioning as well as process re-engineering services and consultancy. For more information, please visit <http://www.singularity.us.com> or <http://www.singularity.co.uk>

For further press information please contact Emma McGinley at Singularity by email: emma.mcginley@singularity.co.uk, or telephone: +44 28 7126 7767.