

- PRESS RELEASE -

## Singularity announce launch of version 3.3 of Singularity WLR3

**Surrey, 8<sup>th</sup> October 2009**

Singularity, the Business Process Management (BPM) software specialists will be exhibiting at this year's Convergence Summit South, and attending the prestigious Gala Dinner along with many of the industry's leading players which takes place on 13th/14th October at Sandown Park in Surrey

The new release 3.3 of Singularity's WLR product is aligned with Openreach's EMP1100, and brings CPs the latest innovations in WLR3. Highlights of the new release include:

- The ability to order raw 'network call performance' data,
- The ability to order a fixed price new line provide, even when there are stopped lines at the address,
- Disclosure of the gaining reseller id to the losing CP during a line transfer,
- 'Expedited provide', the ability to move an appointment to an earlier slot if one is available.

In addition there are user interface improvements, new CPS operator integrations and new voicemail options.

"We're delighted to bring this new release to our customers," said Singularity director Robert McGarry, "User friendly software products like Singularity WLR3 has been a key enabler to allow a number of new communications providers (CPs) to move into the fixed line business. We hope to see more of this activity in the year ahead."

Openreach is the organisation formed in 2005 which is responsible for the UK's local access network. It provides services to UK communication providers on a fair and equivalent basis, having established a 'level playing field' for all UK communication providers who want to buy and sell phone services to business and private customers. However, in order to access these services the independent operators have to be able to link their internal ordering systems to Openreach using a new standard called Wholesale Line Rental 3 (WLR3). WLR3 enables communication providers to access standard PSTN, ISDN30 and ISDN2 lines. Back in July, Singularity were the first WLR3 integrator (TPI) to bring a communications provider to 'business as usual' status across all three WLR3 services.

### Convergence Summit South 09

**Date:** 13th/14th Oct

**Time:** All day event

**Location:** Sandown Park, Sandown Park, Portsmouth Road, Esher, Surrey. KT10 9AJ

**Directions:** [http://www.convergencesummit.co.uk/index\\_south.cfm](http://www.convergencesummit.co.uk/index_south.cfm)

#### **About the Convergence Summit:**

Since 2002 the Convergence Summit has been bringing together voice, mobile and data resellers with the major convergence suppliers and has built an enviable

reputation for delivering a superb exhibitor list and a well respected educational seminar programme.

The Convergence Summit has become the premier event in the voice, mobile and data channel and is supported by all the channel's leading vendors and distributors offering the ideal.

### **About Singularity**

Singularity is a global leader in [Business Process Management \(BPM\)](#), [Case Management](#) and [Workflow Software](#), with 240 staff and offices in Derry, Belfast, New York, London, Singapore and Hyderabad. Singularity's award-winning product helps organizations automate complex business processes, linking human and system activities seamlessly together to achieve business goals. Singularity also provides a range of market-specific BPM solutions to customers in the [Telecommunications](#), [Capital Markets](#) and [Government](#) sectors. For more information, please visit <http://www.singularity.us.com> or <http://www.singularity.co.uk>

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