

Singularity Wins Chess Telecom Deal

London, 16th February 2009

Chess Telecom, one of the UK's leading business telecoms providers, has selected BPM software vendor [Singularity](#) to connect them to the OpenReach network using Singularity's [Wholesale Line Rental \(WLR3\)](#) solution. Chess are using Singularity's solution to automate their provisioning processes, significantly reducing the paperwork and manual steps required.

In 2005 the UK's communications regulator OFCOM stipulated that BT must open up its wholesale services to independent providers. In response, BT has spun off its wholesale arm into a new company called OpenReach, which will provide a 'level playing field' to independent Telco Providers such as Chess Telecom in the UK who buy and sell phone services to business and private customers. However, before they can access these new services the independent operators have to be able to link their internal ordering systems to OpenReach using a standard called [Wholesale Line Rental 3 \(WLR3\)](#).

Chess chose [Singularity's WLR3 solution](#) after a rigorous evaluation process, beating a number of smaller UK vendors. The deal with Chess is the latest in a series of contracts won by Singularity in the past year, bolstering the company's claim to be the number one provider of WLR3 solutions to the UK telecommunications sector.

[WLR3](#) provides Chess Telecom with complete equivalence with BT Retail. This presents Chess with a huge opportunity to significantly enhance its competitive edge by being able to offer exactly the same products and services as BT Retail at low cost and backed by exceptional customer service. Chess Telecom recognised the tremendous value WLR3 would have in terms of access to information and enhanced operational efficiency. WLR3 gives Chess Telecom much greater speed, accuracy and ease for fulfillment, communication and assurance. By using WLR3 Chess can provide faster order processing and appointment scheduling, fewer rejected orders, enhanced number reservation, better customer information and better testing and fault reporting.

"Our investment in WLR3 allows us to raise the bar in terms of providing exceptional service for our customers and partners," said Julie Wright Operations Director of Chess Telecom. "We chose Singularity because they have a great product, they listened to our needs, they understood our business and they could deliver a solution fast".

"Winning this contract with Chess Telecom is another great step forward for the Telco team here at Singularity", said [Dr. Robert McGarry](#), Director of Telecommunications at Singularity. "We are delighted to be working with one of the UK's top telco providers and look forward to building a successful relationship".

About Chess:

Chess has grown rapidly, organically and via acquisition since it was established in 1993 to become one of the UK's leading business telecoms providers. Chess Telecom has used a combination of skill, experience, innovation, and exceptional customer service to deliver great value, quality communications solutions to businesses throughout the UK. The company has a range of telecoms products and services that include fixed lines, calls, mobile and PDA, BlackBerry, and business class broadband. To learn more visit www.chesstelecom.com

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 software helps organizations automate their

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business processes to make them more efficient and productive. The company uses a [special methodology](#) to deliver solutions in [90 days or less](#). Singularity also provides a range of industry-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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