

# Singularity

- PRESS RELEASE -

## SINGULARITY WINS DEAL WITH OPAL

Derry, Northern Ireland, 7<sup>th</sup> July 2009

Opal, the UK's leading provider of next generation communications technology for business has signed a deal with [Singularity](#), the [Business Process Management \(BPM\)](#) software specialists. Singularity's technology will be used to integrate Opal's diverse IT systems, streamline key business processes, and ultimately reduce costs. The deal was initiated as part of Opal's wider Corporate Unification program.

The first project involving Singularity's BPM technology is for their [provisioning and fault reporting processes](#) for managing wholesale line rental telephony products. These products are managed using an industry-mandated standard called [Wholesale Line Rental 3 \(WLR3\)](#). After a rigorous selection process, Opal chose Singularity to assist with their process reengineering program, starting with a connection to the OpenReach network, the UK's wholesale telephony backbone. Singularity was chosen because of their experience in the [telecommunications](#) sector, their expertise in business process management technology and their proven track record with blue-chip clients.

The deal with Opal is the latest in a series of WLR3 and general BPM contracts won by Singularity in the [telecommunications sector](#) in the past year.

Gordon Perry, IT Director at Opal said "We're very pleased to sign this deal with Singularity. Singularity's business process management technology will help us deliver real benefits and better service to our customers while driving greater efficiency in our operational processes"

"We're delighted to have secured the contract with Opal" said [Dr. Robert McGarry](#), Director of Telecommunications at Singularity. "They are a large and successful organisation, part of the Carphone Warehouse Group, and being selected by them is further confirmation of Singularity's growing reputation in the telecommunications market".

### About Opal:

Opal provides communication solutions to UK organisations, serving the needs of over 100,000 business and public sector customers and working with over 350 wholesale partners nationwide. Opal is the business to business division of The TalkTalk Group Plc, who are the UK's 3rd largest communications network operator, with a total of 2.7m customers. As the leading provider of 21st century network connections and applications for businesses, Opal has over 15 years' experience in serving the needs of business customers across the UK through its team of over 900 dedicated business specialists. A true Triple Play Provider, Opal offers broadband, voice and mobile propositions and has the only fully scaled NGN in the UK.

For more information please view: [www.opal.co.uk](http://www.opal.co.uk) or contact Will Ockenden or Eloise Garrett at Lucre on 0113 243 1117; [opal@lucrecommunications.com](mailto:opal@lucrecommunications.com)

### About Singularity

Singularity's award-winning technology helps organizations become more [agile](#) by automating complex business processes to make them faster and more efficient. [Singularity](#) is a leader in [Business Process Management \(BPM\)](#), [Case Management](#) and [Workflow Software](#), with 250 staff and offices in Derry, Belfast, New York, London, Singapore and Hyderabad.. Singularity also provides a range of market-specific BPM solutions to customers in the [Telecommunications](#), [Banking](#), [Capital Markets](#), [Insurance](#) and [Government](#) sectors. For more information, please visit <http://www.singularity.us.com> or <http://www.singularity.co.uk>

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