

Press Release

Kalahari.net Automates Processes with Metastorm BPM™

Metastorm BPM Chosen to Improve Kalahari.net's Client Order "Feedback" Process

COLUMBIA, MD – February 8, 2006 – Metastorm, a leading provider of Business Process Management (BPM) software for modeling, automating, integrating, and improving both human and system-based processes, has been chosen by Kalahari.net, South Africa's largest online retailer and a company within the Naspers Group.

Kalahari.net has automated its client order "Feedback" process using the Metastorm BPM solution which was implemented by Metastorm's Distributor in South Africa, Software Futures. "There has been a surge of interest among South African businesses in applying business process management technology," says Neil Berry, sales director of South Africa for Metastorm. "BPM software allows organizations to be more flexible and adaptable in responding to customer requests and market changes, and this flexibility is most critical for an online retailer such as Kalahari.net. The nature of an internet-based business leads to high expectations from customers on response time and service, and by implementing Metastorm BPM Kalahari is proactively taking steps necessary to be a leader in their industry."

The "Feedback" process is aptly named in that it provides feedback to clients on the status of orders placed on-line with Kalahari.net. Gary Hadfield, CEO of Kalahari comments that, "The Metastorm solution has helped us to refine our Feedback process to put us in full control of the exceptions that may occur in our day to day operations. Metastorm BPM allows us to streamline both our internal and external processes. This benefits the customers as the feedback process enables us to monitor the exception items that may be delayed and to advise clients as soon as possible so that they can be made aware of any potential delays or cancellations."

Gadija Gamiieldien, operations manager at Kalahari adds that, “Metastorm BPM has many benefits – it is easy to use and cuts down on training time and it is flexible – changes and amendments are possible and there is a comprehensive audit trail which highlights potential problems in the processes, facilitating timely intervention to address these.”

About Metastorm, Inc.

As the first breakaway BPM vendor, Metastorm is a leader in business process management (BPM) software and best practice methodologies for modeling, automating, integrating, and improving both human and system-based processes. Metastorm BPM™ is a complete solution for roundtrip process improvement, designed specifically to address complex processes that are unique to organizations. Metastorm’s 1200+ global client base in manufacturing, retail, financial services, business services, healthcare and government are achieving rapid ROI and Enterprise Process Advantage® in customer service, supply chain operations, risk management, and internal operations. For more information visit www.metastorm.com.

Contact: Gina Karr
Metastorm
+1 410-290-0101
gkarr@metastorm.com

Amy Redhead
Strategic Public Relations
+44 1494 434 434
amyr@strategicpr.net



1-877-321-META (6382) +44 (0) 208-971-1500 www.metastorm.com

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