

APROPOS TECHNOLOGY LAUNCHES INTO THE SCANDINAVIAN CALL CENTER MARKET

:: Apropos Signs First Distributor Agreement in Finland With Leading Customer Relationship Management Solutions Provider Delphi Oy

Stockholm, September 14 - CT Expo Sweden 99, Stand Number A 19:48 - Apropos Technology, the leading provider of enterprise Total Interaction Management(TM) (TIM(TM)) applications, today announced its entry into the Scandinavian marketplace, securing its first distributor agreement in Finland with Delphi Oy, a solutions provider for customer service applications. The agreement signifies a major step in further solidifying Apropos' European expansion programme in the growing European call centre market.

Richard Brown, Apropos' managing director international operations said, "With our overwhelmingly successful launch in the Netherlands marketplace in 1998, and Germany earlier this year, Scandinavia is the next logical step, with its impressive growth in absolute terms and its desire to seek out the best and most able solution providers. In many cases, legacy ACD environments simply do not exist and call centres are being created from the ground up around a mixed-media model. Apropos' Total Interaction Management solution provides these capabilities."

Under the terms of the agreement, Apropos' Total Interaction Management solution will be sold through Delphi Oy's Customer Relationship Management division in Finland and the Baltic countries targeting the Financial, Manufacturing, Communications and Retail market sectors. Apropos will be participating at the Delphi booth at the Finland Call Center show at "Yhteys 99" on September 21 and 22 in Helsinki.

Delphi Oy is already active in the business applications field simultaneously as a distributor of Remedy Corporation, the leading provider of adaptable enterprise applications and the fastest solution deployments available for IT Service Management, Customer Relationship Management and Employee Workplace Automation.

"Customer Relationship Management and Managing Customer Interactions is becoming increasingly important in today's business communications. During the past years Delphi Oy has built the largest Customer Support applications in Finland and we believe the trend to strengthen further in the coming years," says Juhani Lamminmaki, Managing Director, Delphi Oy. He added: "We believe the uptake of computer telephony and general integration with business applications in Finland is significant, and we are excited about the future potential this partnership brings to our customers and the benefits that they will gain from it. The addition of the Apropos solution to our portfolio is key to our continued success in this rapidly growing call centre industry."

About Apropos Technology

Apropos Technology develops and markets enterprise-class call centre management applications. Apropos' flagship product, Apropos Version 4, delivers industry leading Total Interaction Management (TIM) capabilities. TIM provides seamless management of customer interactions in the call centre - managing all the touch points into the business enterprise (live calls, Web requests, e-mail, voice mail and fax) through one common business-rules driven application. TIM's capabilities include an industry leading Decision Management system that provides critical call center metrics needed to manage a center and important information on how your business is managing its customer relationships. Apropos' open system works with existing customer communication systems and native front and back office business applications.

Headquartered in Oakbrook Terrace, Illinois, Apropos has delivered more than 140 systems to major Fortune 500 companies around the globe. Additional information about Apropos and its products can be found on the World Wide Web at <http://www.apropos.com>.

About Delphi Oy

Delphi Oy was founded in 1992 and has grown rapidly during the past years. We provide services and application to support customers business processes. In 1998 we employed 17 people and had a turnover of 18 million Finnish marks.

The company designs and builds scalable and adaptable applications to support our customers' business processes. We aim to improve efficiency and reduce costs to manage edp assets, manage changes within IT organisations and improve customer services for both internal and external customers. Delphi Oy's solutions are built using Remedy Corporation's Action Request Systems product family. Delphi Oy was awarded the Remedy Best Partner Award. For more information on Delphi Oy visit the web site: <http://www.Delphi.fi>.

Contact: Anne Smith, tel USA +1 630 472 9600, ext. 932 or e-mail, anne.smith@apropos.com or Richard Brown, tel UK +44 1753 705070 or e-mail, richard.brown@apropos.com, both of Apropos Technology or (Media Relations) Julie Vindis of On Demand PR, tel UK +44 7000 ONDEMAND (663362) or e-mail, apropos@ondemandpr.com or Juhani Lamminmaki, Delphi Oy, tel Finland +358 9 525 9040 or e-mail, Juhani.Lamminmaki@Delphi.fi. Web site: <http://www.Delphi.fi> or <http://www.apropos.com>