

Chordiant adds leading software industry executives to management team

Chordiant is poised to lead the future direction of customer interaction in the consumer marketplace, says Aberdeen analyst

Chordiant Software, Inc., a leading enterprise software company for real time customer interaction solutions, today further solidified its growing leadership by adding two software industry veterans to its management team. The new additions are Jeremy Coote, formerly general manager of Siebel North America, and Paul Burrin, formerly senior vice president of corporate marketing at Oracle Corporation.

Jeremy Coote joins as president of Chordiant's Americas operations, and Paul Burrin joins as the senior vice president for worldwide marketing, both new positions at Chordiant. Mr. Coote and Mr. Burrin are joining a strong, experienced, highly qualified executive team under Chordiant's newly-named CEO, Stephen Kelly.

The addition of these two highly experienced leaders to the Chordiant management team is a major statement, said Denis Pombriant, research director, CRM, Aberdeen Group. Chordiant is poised to take on all competitors at the lucrative high end of the market.

Jeremy and Paul bring industry-proven leadership and experience to Chordiant. Collectively, we have one of the strongest teams in the industry, said Ricky Kapur, general manager, Chordiant Asia Pacific. The latest additions to the management team are a key part of Chordiant's continuing evolution as a company relentlessly focused on delivering leading software solutions to the enterprise market.

Jeremy Coote to lead Chordiant's Americas operations

Jeremy Coote provides Chordiant with proven leadership in enterprise software sales, operations and customer deployment. Previously, he was the general manager of Siebel North America where he led the sales operation. Prior to Siebel, Mr. Coote was president of SAP Americas where he helped lead SAP during its rapid expansion from inception in North America to \$2 billion, and helped build SAP's 5,000-plus customer base. As the new president of Chordiant Americas, Mr. Coote will be responsible for all of Chordiant's Americas operations including the field, and customer servicing and selling functions.

I've been fortunate to work with high growth companies throughout my high tech career, so I have equally high expectations of Chordiant and its vision for creating the real-time customer driven enterprise, said Mr. Coote. I believe that Chordiant has the most upside of any CRM company in the market today. My specific experience includes helping companies that are poised to move to the next level and beyond, to that next level which is clearly true of Chordiant.

Paul Burrin joins Chordiant as senior vice president of marketing

Paul Burrin has been named Chordiant's senior vice president of worldwide marketing and joins the company from Oracle Corporation where he served in a variety of corporate and field marketing roles, most recently as senior vice president, corporate marketing. Mr. Burrin has more than 14 years of experience in business strategy, planning, operations, sales and marketing management. Mr. Burrin will lead Chordiant's go-to-market strategy and will direct worldwide field marketing, corporate communications, branding, and industry analyst and media relations.

I have considerable field experience having lived and worked for Oracle in a variety of executive positions in Europe, Asia Pacific and North America. Oracle is well known for being growth oriented and this is a value that I bring with me, said Mr. Burrin. Chordiant is uniquely positioned to take the market for CRM solutions to the next level where real-time capability is critical in helping large, complex companies reach, retain and grow their best customers. This will be the next major advance in CRM and I'm convinced Chordiant will quickly establish a widely recognised and respected global brand that personifies delivery of the features and benefits of world-class solutions.

About Chordiant Software, Inc.

Chordiant Software, Inc. (www.chordiant.com) provides software systems designed to optimise customer interactions for Global 1000 enterprises. Chordiant's software empowers enterprises to develop high-value relationships that help retain customers, grow revenue and drive profits by providing real-time customer information from a diverse set of legacy systems, integrating all customer communications channels and automating best customer practices throughout the enterprise. Chordiant's software meets the needs of enterprises that service millions of individual customers, offer multiple product lines and develop complex customer relationships over a lifetime of interactions.

Headquartered in Cupertino, California, Chordiant maintains regional offices in Boston, Chicago, Dallas, Manchester, New York City, Amsterdam, Frankfurt, Johannesburg, London, Melbourne, Munich, Paris and Sydney.

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