

Chordiant forges CRM alliance with Accenture for major financial services organisations

Chordiant Software, Inc. (NASDAQ: CHRD), a leader in Unifying Customer Relationship Management (CRM) Solutions today announced an alliance with Accenture (NYSE: ACN), the worlds leading provider of management and technology consulting services and solutions. Through the alliance the two companies will jointly develop multichannel CRM solutions for financial services organisations in Northern Europe.

Under the terms of the agreement, Chordiant will join Accentures network of alliance partners, and Accenture will become the preferred implementer of Chordiants CRM software in Northern Europe. The non-exclusive alliance will focus on the financial services CRM markets in Denmark, Ireland, Finland, Norway, Sweden, United Kingdom.

This relationship has already begun to extend beyond these regions with Chordiant and Accenture in Asia working together to provide a CRM solution and implementation for Aeon Credit in Hong Kong.

About the Accenture-Chordiant alliance

Major Financial services organisations are increasingly focused on providing the highest levels of personal customer service regardless of the way in which their customers choose to communicate with them. This communication can be in person, by telephone, on the Internet, by email, by fax or by letter. Delivering multichannel unified customer management solutions to all these touchpoints, however, has traditionally been a difficult challenge that previously prevented companies and integrators from collectively achieving the highest levels of customer satisfaction.

Through this alliance, Chordiant and Accenture intend to address these enterprise service challenges by developing and marketing Chordiants Unifying CRM Solutions for large banks, insurers and brokerages to allow them to deliver differentiated customer management to millions of consumers over multiple communications channels in real-time.

The Accenture-Chordiant alliance marks the formalisation of a relationship between the two companies, which has already delivered major CRM solutions to multiple financial services organisations including the Bank of Ireland.

In competitive markets such as the financial services sector, it is not enough to implement stand-alone applications. Companies need a unified, customer relationship environment that is integrated into the entire enterprise so that they can maximise each individual customer interaction, increasing cross-selling opportunities and customer retention, said Ricky Kapur, general manager of Chordiant Asia Pacific. Accenture and Chordiant can help Global 1000 companies realise the full potential of their CRM operation with a 360-degree customer view that is based on a customers profile and a companys processes and procedures, then proactively provide, outstanding customer marketing, selling and servicing, on a global scale.

ABOUT CHORDIANT SOFTWARE INC.

Heavily represented by the financial services, insurance, telecommunications and consumer-direct industry sectors, Chordiants clients typically have more challenging environments for Marketing, Selling and Servicing, due to the complexity of decisions involved in completing a purchase and the higher average monetary value of such transactions.

Chordiant Software, Inc. (www.chordiant.com) delivers a Unifying Customer Relationship Management (CRM) solution based on Chordiants branded platform strategy, the Intelligent Customer Interaction Management (ICIM) platform. Chordiants ICIM platform provides highly scalable building blocks for developing and integrating flexible CRM solutions into customers existing enterprise-wide systems.

No matter how consumers choose to communicate with the enterprisethrough branch locations, Web, email, telephone or wireless access the Chordiant Unifying CRM Solution provides a real-time, single view of each customer and a consistent, personalised process for every interaction. The Chordiant Solution includes a comprehensive business process engine, which allows companies to implement best business practices across multiple touchpoints. As a result of Chordiants sophisticated Marketing Automation Business Services, marketers can maximise their ROI through the creation, execution and refinement of sophisticated direct marketing initiatives that span both traditional and online channels. Chordiant empowers high-value contacts designed to retain customers, grow revenues and drive profits during every contact.

Headquartered in Cupertino, Calif., Chordiant maintains offices in Boston; Chicago; Dallas; Manchester, New Hampshire; New York; London and Brentford, U.K.; Amsterdam; Paris; Munich; Frankfurt; and Sydney and Melbourne, Australia.

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This news release includes forward-looking statements that are subject to risks, uncertainties and other factors that could cause actual results or outcomes to differ materially from those contemplated by the forward-looking statements. Forward-looking statements in this release are generally identified by words such as believes, anticipates, plans, expects, will, would and similar expressions which are intended to identify forward-looking statements. There are a number of important factors that could cause the results of Chordiant to differ materially from those indicated by these forward-looking statements, including, among others, potential difficulties in the assimilation of operations, strategies, technologies, personnel and products of acquired companies and technologies, the impact of perceived or actual weakening of economic conditions on customers' and prospective customers' spending on Chordiant software and services; quarterly fluctuations in Chordiant's revenues or other operating results; failure by Chordiant to meet financial expectations of analysts and investors, including failure resulting from significant reductions in demand from earlier anticipated levels; risks related to market acceptance of Chordiant's products; customisation and deployment delays or errors associated with Chordiant products; impact of long sales and implementation cycles for certain Chordiant products; reliance by Chordiant on a limited number of customers for a majority of its revenues; Chordiant's need to retain and enhance business relationships with systems integrators and other parties; Chordiant's use in its products of third-party software; activities by Chordiant and others regarding protection of intellectual property; and competitors' release of competitive products and other actions. Further information on potential factors that could affect the financial results of Chordiant are included in risks detailed from time to time in Chordiant's Securities and Exchange Commission filings, including without limitation, Chordiant's report on Form 10-Q for the quarterly period ended June 30, 2001, and the Annual Report on Form 10-K filed on March 27, 2001. These filings are available on a Web site maintained by the Securities and Exchange Commission at <http://www.sec.gov>. Chordiant does not undertake an obligation to update forward-looking or other statements in this release.