

# Edify announces Electronic Workforce 7.1 with support for the Microsoft Windows 2000 Server

Edify's virtual Customer Service Representative software solution fully supports Windows 2000 Server and Extensible Markup Language

Edify Corporation, an S1 company and a global leader in multi-channel, self-service and assisted customer relationship management (CRM) solutions, has announced Electronic Workforce 7.1 with support for the Microsoft Windows 2000 Server. Edify's virtual Customer Service Representative (vCSR) software solution fully supports Windows 2000 Server and Extensible Markup Language (XML).

Electronic Workforce 7.1 is the latest release of the software platform that enables virtual and agent-assisted, multi-channel vCSR applications. Electronic Workforce 7.1 features the Edify Interaction Centre, which provides real-time data integration and fulfillment with enterprise legacy systems and allows customers to interact with businesses via telephone, browser, email, chat, fax and wireless.

How Electronic Workforce 7.1 benefits corporations

By incorporating support for XML, Electronic Workforce provides data interoperability across a wide variety of enterprise hardware and software systems.

Support for Windows 2000 Server enhances the scalability and performance of Edify multi-channel vCSR software solutions that are currently in use by more than 1100 enterprise customers worldwide.

Matt Carroll, country manager, Australia & New Zealand, Edify Corporation said, Edify saw the increasing demand of enterprise-class Windows NT deployment of customer interaction solutions in Australia. The support of Windows 2000 Server is another step in our continuous effort to fulfil the markets need.

Combining with the new XML support that extends our vCSR application platform, Edify continues to allow diversified enterprise software and hardware to interface with innovative vCSR services.

John Kirst, vice president of marketing at Edify said, Market demand for our vCSR solutions on Windows NT Server, and now Windows 2000 Server, has proven that the strength and versatility of Edify's industry standards-based applications that use COM, DCOM, Java, DLLs and now XML are being rewarded.

A Microsoft-certified solutions provider since 1998, Edify delivers multi-channel customer interaction software to seamlessly integrate with enterprise legacy systems and customer touch point technologies to create world class self-service and assisted CRM solutions.

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About Edify Corporation

Edify develops customer interaction solutions for all customer contact channels. Customer contact centres worldwide use Edify's proven, open platform to integrate and manage their customers' natural choice of web, voice, wireless and e-mail communications, strengthening customer relationships and enterprise profitability.

Edify Corporation is headquartered in Santa Clara, California with international offices in London, Sydney and Hong Kong. Edify is a subsidiary of S1 Corporation (NASDAQ: SONE), the pioneer of Internet banking and today's leading provider of innovative Internet-based financial services solutions.

More information about Edify may be obtained by calling 408-982-2000 (USA), +61 2 9238 6862 (Australia), +852 2273-5702 (Hong Kong) or +44 162 885 0222 (Europe, Middle East, Africa) or via the World Wide Web at <http://www.edify.com>

About S1 Corporation

S1 (NASDAQ: SONE), the pioneer of Internet banking, is a leading global provider of innovative eFinance solutions and services that are centred on

banking, brokerage and insurance. S1 is enabling financial service providers to create a complete Enterprise eFinance Experience by delivering the tools necessary to meet the evolving demands of their customers across various lines of businesses, market segments and delivery channels. Through its Open eFinance Architecture, S1 offers a broad range of applications that empower financial institutions to increase revenue, strengthen customer relationships and gain competitive advantage. Additionally, through the company's professional services organisation, S1 applications can be implemented in-house or hosted in an S1 Data Centre.

Additional information about S1 is available at <http://www.s1.com>.