



## RightNow achieves cash flow positive status, increases quarterly revenues 24 per cent

14th straight quarter of growth

RightNow Technologies, a global provider of eService solutions expertise, today announced it achieved cash flow positive status and exceeded revenue expectations during the second quarter of 2002, recording a 24 per cent increase in revenues year-to-year. This represents RightNow's 14th consecutive quarter of revenue growth. Combined with further additions of clients and installations, RightNow continues to strengthen its leadership in the eService solutions market through its value and innovation. During the three months ended June 30, 2002, the value RightNow delivers is reflected in the addition of 47 new clients, including Belgacom Skynet, HKS, Inc., Ineto, Road Runner/Time Warner Cable, Showtime Networks, The Gillette Company, and a variety of other organisations. Year-to-date RightNow has added more than 100 customers and executed more than 240 implementations. Additional second quarter highlights include: RightNow's announcement of a distribution agreement with SNT Connect services, a Dutch subsidiary of SNT Group N.V., Europe's premier provider of call centre services throughout Europe; UPSIDE Magazine's recognition of RightNow as one of their Hot 100 Private Companies, honouring companies with a clear path to profitability; and the launch of RightNow Locator 2.0, the industry's most advanced Web mapping solution. "RightNow continues to dominate the eService marketplace, which has allowed us to realise our cash-flow positive goal," said Greg Gianforte, CEO and founder of RightNow. "Our recent growth is based on continually engineering business solutions that fundamentally change the way organisations deliver customer service, and by partnering with organisations that have the reach to extend our presence worldwide." RightNow customers find the company's eService solutions to be particularly valuable for sustaining their businesses during difficult times. By making it easy for customers to find answers to their own questions online, RightNow's solutions enable companies in virtually every market sector to significantly reduce their call centre and email response costs while providing superior 24x7 service online. These benefits, combined with improved customer service organisation productivity, have resulted in easily quantifiable paybacks. About RightNow Technologies RightNow Technologies, a recipient of UPSIDE Magazine's 2002 Hot 100 Private Companies Award, is the leading eService solutions expert, engineering business solutions that deliver rapid time-to-benefit and quick return on investment. RightNow delivers these benefits to such customers as: Air New Zealand, Ben & Jerry's, British Airways, Cisco, Fujitsu, Maxtor, Orbitz, Ping Golf, Remington, Sanyo, Social Security Administration, Sprint, and more than 1,100 other organisations. RightNow's multi-channel eService suite supports Web-based self-service, email response management, live chat and collaboration, and service analytics. RightNow Locator, which directly links a company's Web presence with its real-world locations, provides customers the information they need to purchase products or obtain services locally. Founded in 1995, RightNow has offices in Bozeman, Dallas, London, and Sydney, with an associated office in Tokyo. RightNow's products are available in 15 languages worldwide. For further information visit <http://www.rightnow.com/>.

### Contacts

Vanessa Liell  
+ 61 2 9213 2309  
[mailto: vliell@n2n.com.au](mailto:vliell@n2n.com.au)