

## RightNow appoints Sean Sim as enterprise account manager to boost Australian team



RightNow Technologies has appointed Sean Sim as enterprise account manager for Australia. Sean will be based in RightNow's Asia Pacific headquarters in Sydney. In his role, Sean will focus on enterprise business development, with particular emphasis on the consumer sector, as well as utilities and federal government. RightNow Technologies makes self-service software for Web sites and has experienced rapid growth in Australia and internationally over the last year. Local customers include Ozemail, Melbourne University, Air New Zealand and Orange. Sean Sim said, eService is on a rapid growth curve in Australia and throughout the region and RightNow is well placed to further capitalise on its success and growing reputation for helping organisations improve communications with their customers and stakeholders via the Web. As the Web becomes the primary channel of communication for an ever increasing number of organisations, corporate executives, keen to improve on lessons from past IT implementations, will look to rapid ROI from an eService solution. RightNow is focused on maximising the effectiveness of its solutions for customers and delivering demonstrable ROI and its diverse and satisfied customer base is testament to this. Sean has worked in the IT industry for over ten years, specialising in enterprise application software. Before joining RightNow, Sean was a district manager for Siebel Systems. Prior to that he was an account director with Oracle Corporation. ENDS

**About RightNow Technologies** RightNow Technologies is a leading global provider of eService solutions that deliver rapid time-to-benefit and quick ROI. RightNow's multi-channel eService suite supports Web-based self-service, email response management, live chat and collaboration, and service analytics. RightNow also offers a Web-based location tool, RightNow Locator, that directly links a company's Web presence with its real-world locations, providing customers the information they need to purchase products or obtain services locally. RightNow customers include AAA Carolinas, Air New Zealand, Ben & Jerrys, British Airways, Enterprise Rent-A-Car, Fujitsu, Maxtor, Nortel, Orbitz, Ping Golf, Remington, Sanyo, Social Security Administration, Sprint, and more than 1,100 other organizations in a wide range of vertical markets. Founded in 1995, RightNow has offices in Bozeman, Dallas, London, and Sydney, and an associated office in Tokyo. RightNow's products are available in 15 languages worldwide.

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