

## FOR IMMEDIATE RELEASE

### Contact:

Erica McShane  
PAN Communications  
978-474-1900  
ultimus@pancomm.com

Ken Bagnal  
Ultimus Inc.  
919-678-0900, ext. 115  
kbagnal@ultimus.com

## ULTIMUS AND WEST PARK WIN FIRST PLACE IN ANNUAL KINETIC INFORMATION PROCESS INNOVATION AWARDS

*Ultimus BPM Deployment at West Park Healthcare Centre Cited for Returning Significant  
Business Benefit*

**CARY, North Carolina—November 10, 2003**—Ultimus, the leading provider of complete business process management (BPM) and workflow automation, today announced that West Park Healthcare Centre has been recognized with First Place in the Process Innovation Awards for its deployment of the Ultimus BPM Suite at its Assessment Centre in Toronto. The Process Innovation Awards honor superior applications for their business effectiveness and are sponsored by Kinetic Information and IMERGE Consulting.

Process Innovation Award winners were selected based on process improvements that led to gains in at least one of these areas: productivity, profitability, ability to adapt to market conditions, or competitive standing/market share.

“West Park’s Assessment Centre is an excellent example of the organizational efficiency that can result from strong workflow and business process management,” said Steve Weissman, president and publisher of Kinetic Information. “We’ve recognized them as a Process Innovation Award winner because they have leveraged the real strength of the Ultimus product, including human-centric workflow, web services support and an easy-to-use interface to significantly improve business performance.”

The assessment centre is part of West Park’s Business Enterprises division. It provides impartial and credible third party opinions for the resolution of insurance matters between insurers and claimants. Ultimus enabled West Park to significantly reduce the time it takes manage the insurance assessment process from inception to completion. During the SARS epidemic in Toronto, the assessment centre was deemed a non-essential service and staff were not allowed to work from the hospital site. West Park was able to continue assessment operations from an area hotel because of web-enabled workflow and business process management, key functionality in the Ultimus BPM suite. The software functioned as WPAC’s disaster recovery plan. Working remotely saved WPAC significant time and revenue. For more information on the Ultimus deployment, please visit [http://www.ultimus.com/Press/ult\\_westpark.htm](http://www.ultimus.com/Press/ult_westpark.htm).

“We’re delighted the Process Innovation Awards recognized the superior achievements resulting from our deployment of the Ultimus BPM suite,” said Joanne Pearson, general manager of West Park Business Enterprises. “Aside from ensuring business processes remain intact during unforeseen disasters, Ultimus BPM also enabled us to double our assessment capacity over the last six months without requiring increased support staff.”

“West Park is a terrific example of the immediate impact the Ultimus BPM Suite has on organizations,” said Rashid Khan, CEO of Ultimus, Inc. “By modeling and optimizing business processes with Ultimus, West Park disaster-proofed its workflow. We’re excited the power of Ultimus was recognized with the Process Innovation Award.”

### **About Ultimus**

A pioneer in Business Process Management and workflow automation, Ultimus is a profitable, global software company that enables enterprises worldwide to increase their profits by modeling, automating, managing, and optimizing every business process. Ultimus has business operations and sales offices throughout North America, Europe, Asia, and South America. Through these offices and a network of more than 85 partners in 60 countries, more than 1000 customers, including Carnival Cruise Lines, Citizens Bank, McKessonHBOC, Microsoft, Rubbermaid, Sony, and Siemens, have deployed the Ultimus Workflow Suite to address their business process management challenges. Ultimus and its partners use the Ultimus Workflow Development Methodology to standardize implementations, accelerate deployments, and enable continuous improvement.

Headquartered in Cary, NC, the company is a three-time recipient of the Technology Fast 500 Award from Deloitte & Touche and is listed among the Inc.500 for the second year. Additional information about Ultimus can be obtained by visiting the Ultimus Web site at <http://www.ultimus.com>, emailing [info@ultimus.com](mailto:info@ultimus.com), or by calling 919-678-0900.

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