

Independent Research Firm Names Vitria a Strong Performer in Integration-Centric BPM Suites

## **Resolution Accelerator™ cited as the industry's most sophisticated business event management (BEM) product**

**Sunnyvale, Calif., January 15, 2007** - Forrester Research has determined that Vitria Technology leads the Strong Performer category in its December 2006 evaluation of integration-centric business process management suites. Forrester's evaluation also cited *Resolution Accelerator™*, Vitria's software for managing business process exceptions, as "the industry's most sophisticated business event management (BEM) product."

"We are delighted that Forrester highlighted so many strengths in Vitria's software," said Dale Skeen, Chief Executive Officer of Vitria. "It is particularly appropriate that Resolution Accelerator received such recognition, since our customers have found it can significantly reduce costs and processing delays while increasing revenue."

Vitria was among the select companies that Forrester invited to participate in its December 2006 report, *The Forrester Wave: Integration-Centric Business Process Management Suites, Q4 2006*. The evaluated product was Vitria's software suite for business process integration.

Other findings in Forrester's evaluation of Vitria:

- Comprehensive product that provides good connection features overall, while excelling in the areas of architecture, development environment, transformation, and security.
- Vitria's enterprise service bus (ESB) and registry/repository features are very strong.
- Provides leading-edge event management features and strong support for monitoring and partner management.
- Vitria has a strong development road map, a very focused vertical strategy, and a broad array of product functionality.
- The product is an especially good fit for buyers that need an integration tool with credible BPM features or need advanced solutions for telecom, healthcare, and finance industries.

Resolution Accelerator is Vitria's solution for managing business process exceptions, which occur when transactions must be diverted from their normal process path for offline resolution. By cutting manual resolution effort and exception-related delays, Resolution Accelerator can reduce operational costs by millions of dollars, boost revenues by increasing customer satisfaction and reducing customer churn, and shorten launch cycles for new services. Resolution Accelerator has been selected by companies in multiple industries with complex, high-volume business processes.

### **About Vitria**

Vitria Technology, Inc., a provider of business process integration products and solutions, combines strong technology with industry expertise in healthcare and insurance, telecommunications, manufacturing and financial services to dramatically improve strategic business processes across systems, people and trading partners. These solutions are built on Vitria's award-winning Business Process Management suite. With offices around the world, Vitria's customer base includes blue chip companies such as AT&T, Bell Canada, BellSouth, Blue Cross Blue Shield Association, BP, BT, DaimlerChrysler Leasing, Generali, Nissan, PacifiCare Health Systems, Reynolds & Reynolds, RBC Financial Group, Sprint, U.S. Department of Defense, and Veterans Health Administration.

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