

Servei de Telecomunicacions d'Andorra (STA) selects Vitria's M3O Exception Manager to resolve business process exceptions

The Andorra-based telecommunications operator becomes the latest user of Vitria Technology's new Exception Management platform

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Madrid, 07 July 2008 – [Servei de Telecomunicacions d' Andorra \(STA\)](#), the andorran public telecommunications company, has selected [Vitria Technology's](#) new Exception Management solution to immediately detect, manage and resolve business process exceptions without significant disruptions to the company's workflow.

Specifically, STA has selected Vitria's M₃O Exception Manager, which fully leverages the functionality of the recently launched M₃O solution, to deliver complete exception resolution lifecycle management and resolve business process exceptions across the organization. M₃O Exception Manager builds on Vitria's three generations of product experience in exception management and leverages the benefits of business-level modeling, policy-driven automated resolution, and standards-based technologies in a high performance, enterprise-class solution which will deliver a much lower Total Cost of Ownership and fast Return on Investment.

With this agreement, STA will be yet another leading user of Vitria's M₃O Exception Manager and again demonstrates its commitment to Vitria, from whom it successfully sourced its business integration solutions - Vitria BusinessWare and Vitria M₃O Enterprise Service Bus (formerly Business Accelerator) being some examples.

Thanks to the fully web-based M₃O solution, STA will be able to detect, analyze and solve process management problems across the organization, from the financial department to IT and from business operations to customer service operations. Through the use of the different modules in M₃O Exception Manager, such as BPM and

Workflow, the company will increase and ease collaboration between the business and IT departments, while reducing time-to-market for services.

Albert Pubill, IT Systems Director at STA, said: *"On the back of the outstanding results achieved with Vitria's solutions, we simply could not think of any other company to further improve our service offering for customers".* He added: *"We have selected M₃O Exception Manager because having a solution enabling us to speed up the actions or processes which interrupt the company's normal work flow is essential for us, both in terms of costs and system operability".*

Guy Bouchon, Managing Director of Vitria Technology, Spain, said: *"We are extremely proud of being selected again by STA. It is testament to our customers' trust in and level of satisfaction with our solutions, which enable them to reduce costs while extending the scope of potential business projects, from legacy system integration to SOA-based process integration".*

An example of the positive collaboration between Vitria and STA is the recognition recently received by both companies at the 2008 SOAwards, which were handed over at the SOA Congress held in April in Madrid. Specifically, the M₃O solution was awarded Best Integration Tool of the Year 2008 in Spain, while the implementation of this solution at STA was awarded Best SOA Project of the Year.

About Servei de Telecomunicacions d'Andorra (STA)

Servei de Telecomunicacions d'Andorra (STA) is a public law entity founded on 1975 to manage and operate telecommunications services in Andorra on an exclusive basis (fixed telephones, mobile telephones, data transmission, Internet, ADSL, IP television...).

STA is also responsible for managing the technical infrastructures and national broadcasting networks for radio and digital television.

Customer care excellence is STA's core value, together with its commitment to social and economic development and technological innovation in Andorra. For further information about STA, please visit our website at www.sta.ad

About Vitria

Vitria Technology, Inc. is the industry's leading privately-held BPM and integration technology company. Known for its innovation in the integration and process management space, the company offers Vitria M3O, the most flexible BPM integration suite on the market, plus the award-winning BusinessWare® EAI platform. Together they deliver state-of-the-art legacy and SOA-based process integration solutions for the enterprise. Vitria's customer base includes global 2000 organizations such as BT, Iberia, BP, Blue Cross Blue Shield Association, Daimler Leasing, Generali, Nissan, Groupama, Reynolds & Reynolds, RBC Financial Group, Sprint, and U.S. Department of Defense.

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