

News Release Thursday, 14 April 2005

basis2 wins multi million dollar sale in the UK

Prophecy International announced today that major UK water utility, South East Water, has signed a multi million dollar contract with Prophecy's UK partner Imass for supply of the basis2 billing and customer information systems. The sale includes the billing, customer information and customer contact management systems of the basis2 Suite as well as associated software and services necessary to complete and host the implementation.

Dave Hudspith, Imass Director, Utilities is delighted with the 100% hit rate for basis2 and the partnership and said:

“The basis2 Suite of products is a very compelling offer. Our proposed solution provides South East Water (SEW) with Customer Information and Billing systems that will support the effective management of SEW's current domestic and commercial customers and will support growth both in customer numbers and, as a multi-utility/multi-product system, for the variety of services SEW wish to offer. The foundation stones of our solution are the basis2 Billing and Customer Information System and the basis2 Customer Care (Contact Management) system; together they form an integrated, flexible approach to delivering outstanding customer service and to manage the evolving revenue stream from customers.”

South East Water supply water services to 1.5 million people in the South East of England. Their commitment to service, innovation and growth necessitated a total upgrade of their customer management systems, which were selected through an exhaustive public tender process. basis2, Imass and Prophecy won by having an unbeatable combination of service and excellent, flexible, scalable and adaptable products that satisfied the whole range of South East Water's requirements.

Joe Slattery, Prophecy's European Manager said:

“South East Water ran a very tough review process and Imass and Prophecy clearly had the superior total offering. We believe that our understanding of Utility ways of working and delivery experience, aligned with the customer centric, technically advanced, 'future proofed' basis2 systems represents the strongest and most secure combination for this project.”

South East Water is also taking advantage of the basis2 Managed Service offering where the whole system will be hosted and supported out of the Imass Data Centre and Disaster Recovery Site. This offers SEW further cost savings, efficiency gains and peace of mind.



With tight deadlines for the project, Imass and Prophecy are looking forward to applying their proven, 'Safe Pair of Hands' implementation system to this latest contract.

About South East Water

Based in West Sussex, England, South East Water supply 400 million litres of top quality drinking water every day, to 1.5 million people in the South East of England. South East Water is the largest regulated business within Macquarie Water UK Group, and performs a number of different activities for commercial and domestic customers.

About Imass Ltd

Imass Ltd are a UK based supplier of integrated software products to the Utility and Public Safety Sectors. The Imass Utility team has industry leading expertise in customer information systems, mobile working, GIS and regulatory monitoring products.

About Prophecy International

As a leading developer of financial, billing and customer information systems, Prophecy International helps utilities maximize revenue, care for customers and minimize costs. Outstanding technology is backed by proven systems that ensure a successful product, installation and post sale support. Time has proven that users of Prophecy products can rely on a system that will help them understand, control and expand their businesses.

About basis2

Prophecy has over 10 years experience in the utilities industry and a comprehensive understanding of the way utility companies work. The BASIS suite is used by a number of utilities in Australia, Asia and the USA. It has been expanded and updated to become the basis2 suite of Billing and Customer Information Systems for the world wide utilities industry. It is function-rich and flexible for the regulated, transitioning and deregulated markets, allowing companies to successfully compete in this evolving industry. The basis2 Suite includes: Billing and CIS, Customer Care, Event View, Service Orders, Oracle Integration, Biosolids Recycling and Industrial Waste.

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**For more details visit ProphecyInternational.com, basis2.com
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