



Press Release

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Contact

Robert Turrall, Director of Marketing

info@softwired-inc.com, www.softwired-inc.com

FinSource boost customer service levels using Softwired iBus//MessageServer

FinSource (PTY) Ltd., a leading provider of administration solutions to the South African fund management industry, has chosen Softwired's iBus//MessageServer as the enabling infrastructure for its web-based customer service application, FinTrack.

FinTrack, developed by Creator Solutions, the e-commerce solutions provider of which FinSource holds a 51% stake, provides messaging and workflow coordination features at the core of the FinSource customer service framework. Corporate clients of FinSource receive the highest possible level of service when logging calls via the company's web site, thanks to the high reliability and stability of iBus//MessageServer:

"FinSource focuses on process efficiency and in streamlining processes, both for our clients and internally. The adoption of iBus//MessageServer, as the technology underlying FinTrack, has allowed us to do just this, resulting in a dramatic reduction in email and fax traffic and, hence, a real improvement in the quality of our service. Less information is lost and we are able to route customer queries directly to the right people within the right timeframes. Internal management information and control is greatly improved by this solution, but ultimately it is our clients who are the winners

more



through speedier response to their needs.” Andre le Roux, E-Commerce Specialist, FinSource reported.

iBus//MessageServer is a high performance Java Message Service (JMS) message hub providing publish/subscribe or point-to-point messaging with a very high level of reliability, scalability and security. Through it's fully customizable QoS (Quality of Service) and High Availability features organizations such as FinSource can assure their clients that no information will be lost and no service loss will occur, regardless of system failures or interruptions.

About Softwired

Softwired, based in Zurich, Switzerland is the leading supplier of highly scalable JMS technology for Intranets, Extranets and Internet and end-to-end wireless/embedded solutions. Customers include such leading organizations as eBay, UBS, the US Air Force, TALLÁN, Xerox Corporation, Siemens, Swissair, Northrop Grumman and LivePerson. iBus is used in a wide variety of applications from financial trading, telecommunications systems management, document distribution to the management of customer support sessions.

Softwired is a privately held, venture capital funded company which can be contacted at info@softwired-inc.com, +41 1 445 23 70 or on the web at :<http://www.softwired-inc.com>.

About FinSource and Creator Solutions

FinSource is a specialised provider of outsourced administration services to the fund management industry and the providers of related investment products. The business was launched on 1 July 1998 and currently administers in excess R100bn assets on behalf of some 34 corporate clients.

FinSource has a strong and diverse shareholder structure (African Harvest Limited, Nedcor Investment Bank Holdings, Coronation Fund Managers, together with management and staff). This engenders the confidence of clients in our stability and independence. FinSource can be contacted at info@finsource.co.za, +27 +21 480-8600 or on the web at: <http://www.FinSource.co.za>.

Creator Solutions is a specialist provider of java-based enterprise solutions within the financial services industry. Creator Solutions has built a number of frameworks, layered on top of industry standard interfaces, encompassing their experiences and knowledge capital. Creator have developed a number of more publicly visible applications and products including real time equity trading applications, an independent pension portfolio comparison tool and B2B transaction switch for the retail investment industry.

Creator is a 51% Subsidiary of FinSource which can be contacted at info@Creator.co.za, +27 21 465 9619 and on the web at :<http://www.Creator.co.za>