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C3i Takes First Live Customer Support Calls from Its New European Operations Center in Sofia, Bulgaria

BOSTON, at Siebel Customer World – October 18, 2005 – C3i, a leading provider of support services for Siebel Systems, Inc. customer facing solutions, today announced that is now taking live customer support calls from a global top 20 pharmaceutical company from its European Operations Center in Sofia, Bulgaria.

From the new facility, which complements its operations in the United States and India, C3i will provide multi-lingual help desk support and workstation management services. The Sofia, Bulgaria Operation enables European and global customers to achieve superior support for their highly strategic field forces while aggressively managing total cost of ownership.

"As our global clients consolidate their IT infrastructures across Europe, the need for a global support vendor with multi-lingual support capabilities is critical," said Joel Morse, CEO of C3i. "With end-user customer satisfaction rates averaging 95 percent and client

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renewal rates exceeding 90 percent due to our proactive cost containment approach, we see Europe as a logical extension of our delivery model targeted at mobile professionals of Siebel business applications."

"C3i's new European Operations Center cost effectively enables global sales organizations to receive high-quality IT and CRM support that mirrors the quality of support that our customers have come to expect from C3i's operations centers in the United States and India," said Dave Hanaman, chief sales and marketing officer of C3i. "Having a world-class operations center based in Europe also allows our clients to expand their support options that best fits their global needs."

Due to C3i's success in offering local client management in North America, C3i is also opening a new account management headquarters in Western Europe later this year to serve its growing base of European customers.

C3i's other offshore operations center in Hyderabad, India currently supports over 10 C3i global customers, representing over 25 percent of customer support and help desk calls.

About C3i

C3i's unrivaled technology and outsourcing services help organizations dramatically improve customer management effectiveness while lowering the total cost of deploying and supporting a CRM environment. Only C3i provides a complete portfolio of business consulting, systems implementation, technology training, help desk, performance optimization and workstation management services. By combining these end-to-end services in a seamless solution, C3i delivers the best-in-class CRM and business intelligence offerings for mobile professionals supporting global life sciences, medical products, financial services, consumer packaged goods and high tech organizations. C3i has global operations centers in the United States, India and Europe. For more information, please visit C3i's website at www.c3i-inc.com.

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