

PR Contact:

Chris McManus
Center Stage Communications
+1 718-832-9154
+1 917-324-0808 (mobile)
pr@cosmocom.com

CosmoCom Contact:

Laura Fader
CosmoCom
+1 631-940-4313
lfader@cosmocom.com

NET2S Launches CosmoCom-Based Contact Center Solution

Partnership Extends Reach of All-IP Contact Center in France

MELVILLE, NY and PARIS, France – July 15, 2003 – CosmoCom and NET2S announced today that NET2S has launched an all-IP contact center solution, based on CosmoCom's flagship product, CosmoCall Universe™. NET2S Group is an internationally recognized consulting firm that enables large corporations to leverage the advantages of Enterprise Connectivity to their fullest. NET2S will initially offer the solution to financial, telecom and media companies in France, with plans to expand the offer to other European markets and North America in the near term.

CosmoCall Universe is built on open, next generation technologies that empower NET2S to deliver custom contact solutions covering both traditional and emerging contact channels, including phone, e-mail, web chat, web voice, SMS and video, with unmatched flexibility and speed. The all-software, standards-based design of CosmoCall Universe will allow NET2S to deliver true CIRM (customer interaction AND relationship management) solutions that tightly integrate the functions of CIM (customer interaction management) with those of CRM (customer relationship management).

"The CosmoCom solution brings disparate systems and business processes together in one platform," said Benjamin Caller, Partners and Marketing Director for NET2S Group. "This allows us to deliver real value to our clients, reducing the cost and complexity while increasing the ROI of their contact center infrastructure."

"The number of disparate systems consulting firms must tie together in order to deliver a coherent solution has gotten out of hand in recent years," Caller continued. "While there will always be room for customization by firms like NET2S, the CosmoCom platform allows us to reduce much of the clutter by starting us out with a much higher degree of pre-integration. The result will be faster, more fully integrated, and easier to maintain solutions for our customers."

"We're pleased that NET2S has selected us as the technology platform for their IP contact center solution," said Ari Sonesh, CEO for CosmoCom. "With our next generation technology, emerging consulting firms like NET2S are able to effectively compete with the established firms, delivering more functionality in less time and for less money."

About CosmoCom

CosmoCom is the leading provider of all-IP, universal access customer interaction management (CIM) platforms. CosmoCall Universe™ supports multi-channel contacts including telephone, web chat, web voice, web video, web collaboration, email and voicemail in one high capacity, high availability, multi-tenant platform. CosmoCall Universe is a complete, unified contact center suite that includes ACD, IVR, CTI, predictive dialing, multimedia recording and a complement of powerful management applications. Network Service Providers use CosmoCall Universe to offer hosted Contact Center On-Demand™ solutions to their end user customers. CosmoCom also provides best-of-breed CIM components, including IP ACD and IP IVR for OEMs to build pre-integrated customer interaction and relationship management (CIRM) systems. CosmoCom technology is available worldwide through CosmoCom's OEM and Network Service Provider partners, including BT, Cable & Wireless, France Telecom, KT, NTT, PLDT, Rockwell FirstPoint Contact and TeliaSonera. Headquartered in Melville, New York, CosmoCom has received an array of industry awards and was recently ranked by Deloitte and Touche as Long Island's fastest growing company. For more information about CosmoCom, please visit www.cosmocom.com.

About NET2S

NET2S Group (EuroNext - Euroclear: 7592), founded in 1996, is a leading international e-business, information technology and communication infrastructure consulting firm. NET2S high-caliber professionals are committed to facilitating the implementation of business-critical technology solutions for Global 500 firms throughout the entire project life cycle. This cycle encompasses technology strategy and roadmap, design and architecture, implementation and development, and operations support of information systems and communication technology infrastructures. NET2S is organized around four technology practices, with service offerings that are customized to our clients' vertical markets, business practices and environments. NET2S has offices in Europe (London, Madrid, Paris, and Zurich), and in the United States (New York and Chicago).