

Deutsche Bundesbank relies on Softlib's iSolve Software for Solution Identification

iSolve helps Deutsche Bundesbank IT find technical solutions to problems quickly and accurately

Tel Aviv , Israel, May 17, 2011—Softlib Software., a leading provider of Solution Identification software for IT, technical support centers and helpdesk teams, today announced that Deutsche Bundesbank, the central bank of the Federal Republic of Germany, has deployed SoftLib's iSolve software for its IT organization. iSolve now helps Deutsche Bundesbank IT staff locate the right solutions for technical issues quickly and easily, thus improving time to resolution and IT productivity substantially.

According to Microsoft Knowledge Workers spend 15 percent to 30 percent of their work days looking for information, and at least 50 percent of online searches are not successful. Deutsche Bundesbank IT organization was looking to reduce the time of IT experts supporting incidents and fixing IT issues – making information available to them quickly and accurately. The solution of choice had to fit into their comprehensive IT environment and had to help the experts locate solutions in a variety of information sources – internal and external. iSolve intelligent search and Federated Knowledge Management capabilities helped Deutsche Bundesbank IT leverage home grown knowledge as well as Vendor Technical documentation and Web resources all from one source. This allows the IT organization to provide immediate service while saving experts time.

Deutsche Bundesbank selected iSolve due to its following unique capabilities:

- Provide one source for internal and external technical information
- Built in vendor technical information and relevant Web news groups and forums
- Intelligent natural language search with unique 'solution grouping' presentation
- Automatic information update for built in information

"iSolve helps our team do more with the same resources while providing immediate ROI. In today's economy it is imperative to invest in just such technologies. iSolve was implemented in days and is growing in popularity in our organization", said Burkhard Storch, Product Manager at Deutsche Bundesbank .

"Implementing iSolve for Deutsche Bundesbank was a pleasure", said Alexander Buschmann, CTO, INTERCHIP AG – The local Softlib distributor. "iSolve complements our product portfolio and is perfect for the modern, sophisticated, data center" .

"Softlib is honored to deliver value to one of the leading banking organizations worldwide. This bolsters our unique position as a leader in Information Access solutions that can be deployed quickly and easily and deliver immediate ROI. " said Boaz Grinvald, CEO of Softlib Software.

About Softlib

Softlib is a leading provider of Knowledge On Demand software, enabling our customers to reduce costs substantially while improving service to end users. We bring innovative solutions to the marketplace that revolutionizes the way Helpdesk/technical support/IT/Service is delivered. Softlib products are used by thousands of users worldwide. Among our customers are financial institutions, telecom companies, technology vendors and government agencies. Softlib has global presence, with customers around the globe. For more information, please visit www.softlibsw.com or contact: Vladimir Urayev, vladimir@softlibsw.com

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About Deutsche Bundesbank

The Deutsche Bundesbank was established as the central bank of the Federal Republic of Germany in 1957. Today the Bundesbank has a nationwide network of 9 Regional Offices and 47 branches. The Central Office is located in Frankfurt am Main and employs 3,797 of the Bundesbank's total of 9,743 staff (as at 31 December 2009).

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