



## **FOR IMMEDIATE RELEASE**

### **MITEM® Corporation Extends Lead in Legacy Integration for US Utilities**

Cinergy and Duquesne Light deploy MitemView and join a list of over 20 major utilities that use MITEM software for legacy integration.

**Menlo Park, CA, May 1, 2001-** MITEM Corporation, a leading provider of legacy integration software for conducting real-time eBusiness, today announced that Cinergy and Duquesne Light have deployed MitemView® for vital customer service projects.

Cinergy, based in Cincinnati, Ohio, is one of the leading diversified energy companies in the U.S. Its largest operating companies, The Cincinnati Gas and Electric Company (Ohio), Lawrenceburg Gas (Indiana), and PSI Energy, Inc. (Indiana), serve more than 1.4 million electric customers and 478,000 gas customers. Cinergy is initially deploying two MITEM integration projects.

To improve customer service, Cinergy is currently in the process of consolidating two separate CIS. MITEM worked with Cinergy personnel to design and develop an integrated GUI application that will be used by over 500 users of Cinergy's CIS systems including CSRs in the call centers and field offices. "We chose MitemView for our project because of its performance and because of MITEM's proven implementation track record" commented Larry Eiser, manager of call center services for Cinergy. "When we combine the east and west CIS systems, a GUI front-end application will address many of our concerns by minimizing training issues and enhancing CSR productivity."

Cinergy also chose MITEM for a web-based, customer self-service project that is part of a major initiative called *Digital Utility*. Cinergy installed a MitemView integration server that allows utility customers to attach or detach service accounts, enter meter reads, view meter reading and billing history, schedule service turn-on and turn-off transactions, report electric outages and choose billing and payment options via a standard Web browser.

Duquesne Light is a leading energy provider in Southwestern Pennsylvania serving 580,000 electric customers in the Pittsburgh area. With the advent of deregulation in Pennsylvania, Duquesne sold its generating stations to become a "wires" company only. In doing so, its goal is to be "best in class" in Customer Service. The company is committed to improving their outage management system with MitemView, which will enable customers to receive useful outage information whether speaking with a Customer Service Representative, or using the recently installed IVR system.

(more)

“With the addition of these power utilities to our already impressive client list, MITEM software will soon be helping to service over 22 million utility customers”, said Martin Fincham, vice president of marketing for MITEM Corporation. “Our accumulated expertise and best-of-breed technology is enabling forward-thinking utilities to rapidly deploy these integrated e-Business solutions with 100% confidence and success.”

**About MitemView®**

MitemView is a real-time, message-oriented integration system that is used to create new composite applications from existing legacy system assets. MitemView is unique in combining a powerful message-processing engine with an event-driven application framework. MITEM has engineered MitemView to preserve the performance and reliability of business-critical applications. By adopting a non-invasive approach to integration, MitemView is able to interface with any existing system regardless of the underlying operating system, programming language, database, or communications protocol. Composite applications built with MitemView can be deployed using Desktop, Server or Web centric architectures for maximum suitability.

**About MITEM®**

MITEM Corporation is a leading provider of legacy integration software for conducting real-time e-Business. MITEM’s patented technology - MitemView - is used by organizations to create new composite applications that improve the efficiency and productivity of their people, systems, and processes. MITEM’s global direct customer base includes more than 100 customers such as American Electric Power, Cendant, Entergy, Fiserv, General Electric, Lincoln National, Lockheed Martin, London Electricity, Panasonic and Swiss Life. MITEM’s key go-to-market business partners include Matrix One, Siebel Systems and TIBCO Software. Headquartered in Menlo Park, California, MITEM can be contacted at (650) 323-1500 or on the web at [www.mitem.com](http://www.mitem.com).

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