SWORD
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1 April 2008

Graham Technology acquired by SWORD Group

International IT company the SWORD Group has completed the acquisition of Glasgow-based Graham Technology plc, the provider of customer-centric CRM product, ciboodle.

Famed for its customer interaction software suite, ciboodle, Graham Technology has customers in 12 countries across five continents.

Graham Technology will benefit from SWORD's established international reach, relevant sector expertise, professional services capabilities and proven experience of providing high added value applications to a world-wide customer base.

Commenting on the acquisition, Graham Technology's Managing Director, Mike Hughes, noted: "We are delighted to be joining the SWORD Group – a move that will underpin our growth and allow us to build upon our success in recent years. Aligning ourselves with SWORD gives us the opportunity to take ciboodle to a wider audience by leveraging SWORD's presence in new geographical markets as well as further supporting our existing clients' international interests."

The acquisition is one of SWORD's largest and most strategic to date, and ciboodle provides the group with an exciting new technology product that is already deployed in multiple locations across the world.

SWORD Group's Software Division Chief Operating Officer, Tony Holland, echoed Mike's sentiments by adding: "This is an excellent alignment for Graham Technology and SWORD alike, enhancing our range of offerings and providing a world-class contact centre CRM solution relevant to many of our existing markets and customers.

- More -

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"As a leader in the field of customer interaction, the addition of the ciboodle product suite and professional services team will also provide us with the opportunity to review our existing products and share best practices across the group.

"SWORD's acquisition strategy is designed to augment our existing market sectors and we have demonstrated consistent stability and continued growth through a proven business model. We believe the acquisition of Graham Technology and ciboodle will have a further positive impact on the success of the SWORD Group."

- Ends -

Notes to Editors:

About SWORD Group

SWORD is an international IT company specialising in the delivery of software and services to regulated industries. A global leader in the delivery of Governance, Risk and Compliance Management solutions SWORD is developing into a leading Software as a Service (SaaS) company with the skills, infrastructure and knowledge to support customers across energy, travel and transportation, healthcare, insurance, banking, telecoms and government.

With offices in 16 countries, SWORD employs over 2000 people and last year generated £144 million in consolidated revenue. The company forecasts that in 2008 its consolidated revenue will exceed £184 million.

www.sword-group.com

About Graham Technology

For over 20 years, Graham Technology has helped improve the way large organisations interact with their customers. Provider of the award-winning customer interaction software suite, ciboodle, the company also offers a range of professional technology services. This proven combination attracts and retains high-value customers for Graham Technology's clients, while reducing their operational costs. Headquartered in the United Kingdom, Graham Technology has customers in twelve countries across five continents. With industry experience in a multitude of sectors, the company is consistently recognised by industry analysts as one of the world's leading customer-centric technology providers.

www.ciboodle.com
www.grahamtechnology.com

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Founded: December 2000
Founder and Chairman:
Jacques MOTTARD
Employees: 2,053 (01/04/08)

Stock Information
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