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Society of Workforce Planning Professionals (SWPP) Announces Sponsors

NASHVILLE, TENNESSEE – July 15, 2002 – The Society of Workforce Planning Professionals (SWPP) announced today the addition of four leading companies in the call center industry as sponsors of the organization. IEX, RightForce, and The Call Center School have joined SWPP as Platinum Sponsors, and Pipkins has become a Bronze Sponsor.

“We are thrilled to have these companies as our sponsors and partners,” said Vicki Herrell, SWPP Executive Director. “Each of them brings great experience and knowledge to our association. These partnerships enhance SWPP’s ability to fulfill its mission to facilitate the education, networking, and distribution of knowledge among workforce planners.”

IEX, a Tekelec company (Nasdaq: TKLC), is a leading provider of contact center productivity solutions. “We are excited to be a Platinum Sponsor of an organization that is dedicated exclusively to workforce management and planning,” said Brian Spraez, IEX Marketing Director. “SWPP is an excellent outlet for us to educate the contact center industry on the necessity of using workforce management software such as TotalView® Workforce Management to optimize resources and cut overall costs.”

RightForce is a pioneer developer of Intelligent Workforce Management solutions (IWFM). “Rightforce is honored to join SWPP as a Platinum Sponsor and recognizes the significant contribution they will make to the industry,” said Tom Aiello, Vice President of Sales and Marketing for RightForce. “By providing a much-needed forum for workforce planners and managers they will surely impact the business landscape and technology from a whole new perspective.”

The Call Center School (TCCS) is a premier provider of education and training services for call center professionals. According to Penny Reynolds, Founding Partner of TCCS, “We are proud to be a part of SWPP and are looking forward to a long partnership. SWPP is filling a great need in the call center industry for education and knowledge-sharing among workforce planning professionals, and The Call Center School is excited to be in on the beginning of this venture.”

Pipkins is an innovator and leading supplier of workforce management solutions. “Pipkins is committed to the advancement of the workforce management, both in theory and in practice,” said James Pipkins, President. “SWPP is an ideal forum for sharing industry knowledge and promoting best practices within the call center community. We are proud to be a charter member and eager to become a valuable contributor.”

SWPP offers its members many benefits, including regional networking meetings, educational offerings, a quarterly newsletter, and an Annual Conference devoted solely to workforce planning issues. The SWPP website includes such features as online forums, workforce management tools, and information specific to workforce planners regarding classroom training, web seminars, and other learning opportunities.

About SWPP

The Society of Workforce Planning Professionals (SWPP) is an organization devoted to facilitating education and networking opportunities among workforce planners across all industries. Membership in the SWPP is available to all workforce planning professionals and other interested parties from consulting and vendor organizations. Both individual memberships and corporate membership options are available, with full benefits and costs outlined on the organization’s website at www.swpp.org.

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