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Pipkins Celebrates Thirty-Year Anniversary with Record-Breaking Sales

ST. LOUIS, MO (January 28, 2013) — Pipkins, Inc., the leading supplier of workforce management software and services to the call center industry, today announced 2013 marks the company's thirty-year anniversary. For the past three years Pipkins consistently broke company sales records. The year 2012 set an all-time record with 43 new named accounts. Bob Webb, VP Sales, states "Our 2012 sales numbers are reflective of the market's need for a Best-of-Breed workforce management vendor that has focused efforts for over ten years on a hosted platform, targeted Work-at-Home capabilities, and innovative technology that has stayed 3-5 years ahead of the competition. Our record-breaking sales underscore the power of Pipkins' accurate forecasting capability. Pipkins is a boutique company that was built on the idea of creating superior workforce management solutions. Focusing on one product allows us to offer unique, customizable solutions to fit our customers' needs." Pipkins offers solutions created and implemented by scientists and software engineers who understand workforce management and work continuously to improve its effectiveness. For thirty years Pipkins has been at the forefront of workforce management technology with thirteen industry-first applications.

Pipkins is scheduled to participate in upcoming 2013 industry events, including:

- At-Home Strategies for Success Workshop Series
February 19-20 - Home Working Summit – Dallas, TX
April 23-24 – Columbus, OH
- PACE
March 10-13 – Scottsdale, AZ
- Contact Center Conference
March 18-21 – La Jolla, CA
- SWPP Annual Conference
April 9-11 – Nashville, TN
- Frost & Sullivan Mindshare Event
April 13-17 – Marco Island, FL
- CCNG
May 30 – Mid-Atlantic
- NECCF
June 4 – Foxboro, MA
- Call Center Week
June 10-14 – Las Vegas, NV

About Pipkins Inc.

Pipkins Inc., founded in 1983, is a leading supplier of workforce management software and services to the call center industry. *Vantage Point*, Pipkins' premier product, is the most accurate forecasting and scheduling tool on the market and enables managers to solve the complicated operational issues in today's multi-faceted call center environment. Pipkins' systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. The company is headquartered in St. Louis, Missouri. For more information, visit www.pipkins.com.