



OpenConnect and Visual Mining Team to Deliver Powerful Performance Management Solutions

*Combined solution enables insurance and call center operations executives to
visualize, explore, and act upon performance data*

New Orleans, Louisiana March 28, 2011 - OpenConnect, the leader in process, workforce and customer intelligence solutions, and Visual Mining, a leader in performance management and data visualization solutions, today unveiled their combined performance management solution at the 2011 BCBS Call Center and MTM Conference.

Visual Mining's *NetCharts® Server* adds powerful data visualization and exploration capabilities to OpenConnect's *Comprehend*, enabling operations executives to understand at a granular level the productivity of individual employees, departments or entire business units. The dashboards provide operations executives current information in a visual format that enables them to quickly and easily monitor performance, spot trends, and identify exceptions. Executives can easily explore performance data and drill down to better understand performance issues and take action.

"Dashboards incorporating appropriate visualizations help executives consume the data and unlock information, which allows them to see, interpret and understand what's happening, know what's important, and know how and when to respond," said Tristan Ziegler, Visual Mining CEO. "*NetCharts Server* empowers executives to get the answers from the data they need by themselves, when and where they want it, enabling them to move quickly from insight to action."

"OpenConnect's *Comprehend* solution allows operations executives to quickly understand their cost drivers and identify opportunities to improve their business," said Patricia Gunn, SVP Healthcare Insurance. "Teaming with Visual Mining, we are able to deliver greater value and utility to our customers by giving them powerful new ways to measure and manage their performance."

Pricing and Availability

OpenConnect *Comprehend* with Visual Mining *Netcharts Server* is available immediately. Pricing is dependent upon configuration.

About Visual Mining

For 15 years, Visual Mining continues to be a profitable, trusted and valued provider of business intelligence dashboard and data visualization solutions that instantly transform data into actionable business information. Visual Mining's award-winning NetCharts software delivers comprehensive, intuitive, and effective solutions for both developers and business end-users. Visual Mining's support and professional services teams complement its products by providing the expertise to ensure success. Download a free evaluation copy of NetCharts software by visiting www.visualmining.com. Follow us on Twitter! www.twitter.com/visualmining. Visual Mining: Visualize. Analyze. Capitalize.

About OpenConnect

OpenConnect is the leader in process and workforce intelligence solutions that automatically discover, automate and improve your business processes and optimize your workforce productivity. Combining unparalleled experience and solution capabilities, OpenConnect enables our clients to more quickly address and adapt to today's operational and competitive challenges. Learn more about OpenConnect at www.oc.com.

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