

Press Release

TioLive, the Open Source ERP/CRM Software as a Service (SaaS), announced the successful implementation of the largest mission critical customer support application in Ireland.

Dover (USA), Paris (France), Dublin (Ireland) - June, 1st 2010 - 12:00 UTC- TioLive LLC, the company behind the Open Source ERP/CRM software has just announced that the implementation of TioLive CRM in a critical environment in Ireland is a complete success. While Bet'Eire Flow was preparing the launch of the fully automated Barrier Free Tolling System for the M50 motorway around Dublin, TioLive had been chosen to complete Bet'Eire Flow's core business management application with a ready to use, on demand CRM system focused on Customer Support. The challenge has been to provide a turn-key system allowing to track contacts and manage the front and backoffice assistance processes for 500.000 customers.

Christian Copin, Bet'Eire Flow General Manager says, *"Our fully automated Free Flow Tolling Service was a world first. When we started, we knew that the number of users of the CRM would be high but we weren't sure about how much. Moreover we couldn't evaluate precisely the number of customer requests. Today we have around 250 people in a call center which are using TioLive and they have been able to handle the 2.000 mails and 15.000 phone calls received each day at the system launch."*

Thierry Brettnacher, Nexedi/TioLive Project Director adds, *"Thanks to TioLive adaptability, the software has been fully customized to the customer needs. Validation workflows have been configured so that the headquarters of Bet'Eire Flow keep an overall control on written correspondence sent to customer. We also deployed a template management system to speed up the process of responding to the customer requests. Once, the customer support modules were in place, the use of TioLive has been extended inside Bet'Eire Flow to other business fields such as financial or project management."*

Jean-Paul Smets, TioLive CEO concludes, *"This implementation shows that TioLive is not only suitable for SMEs but also for large and critical applications. We have had to face an important growth of the company and an intensive use of the platform 7/7 since one year. With no major failure, we proved the reliability of our technologies."*

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www.tiolive.com/news-tiolive.implementation.beteireflow

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About Bet'Eire Flow

Bet'Eire Flow is a joint venture of French tollroad operator Sanef (80%) and French toll systems integrator CS. It has deployed (under the eflow brand name) an innovative barrier-free tolling system for the M50 motorway around Dublin. This system is solving the chronic traffic congestion issues on the west side of Dublin where the daily traffic reaches 120,000 cars and reduces the ecological impact of tolls. Bet'Eire Flow is working under contract to the state National Roads Authority for an eight-year period.

More information at: www.eflow.ie

About Sanef Group

Sanef is a long-term infrastructure management group and a service operator. Its mission is to promote sustainable mobility of goods and people, innovate and deploy high-quality services and contribute to local growth by means of its networks and toll collection solutions. Sanef is part of the Abertis group, Europe's leading mobility and telecommunications infrastructure management operator. Sanef is the leading motorway network within Abertis. Its business model is based on quality management of its concession agreements – focused on customer satisfaction - and a development strategy for new concessions and major toll projects throughout Europe, as well as interoperable ETC services. Sanef directly operates 1743km of motorways and has further interests in motorway companies representing 280km of existing and future motorways. The group has a workforce of 3577 and total revenues of €1.41bn in 2009. Its principal subsidiaries are Sapn, Eurotoll and Bet'Eire Flow.

More information at: www.sanefgroupe.com

About TioLive

TioLive is the world leader of Total Information Outsourcing (TIO) solutions based on cutting-edge Open Source Cloud

Computing technologies and Free Software Ideals. Born on the Web 2.0, TioLive provides a consistent range of business applications which are delivered through a straightforward Software as a Service (SaaS) approach. TioLive integrates seamlessly an ERP, a CRM, a CMS, business email, Voice over IP (VOIP) telephony and business chat. TioLive is free of charge for any number of users. TioLive comes with no advertising and no time restrictions. TioLive follows strictly the principles of TIO Libre (www.tiolibre.com) and intends to provide the world with the highest standards in terms of privacy and trade secret protection.

TioLive is member of the Free Cloud Alliance - www.freecloudalliance.org

More information at: www.tiolive.com and www.osoe-project.org

About Nexedi

Nexedi is the creator and leader of the ERP5 open source ERP project. ERP5 has developed and deployed ERP5 for a wide range of industries such as aerospace, apparel, banking, healthcare and government. ERP5 is used in companies of all sizes in Africa, Asia, Europe, North and South Americas. The open source nature of ERP5 eliminates licensing costs and provides full freedom to update and customise the system as business requirements change with no single vendor lock-in. Nexedi provides 24H around-the-clock support to corporations and governments wishing to migrate their mission critical applications to open source software solutions.

Nexedi respects the principles of [TIO Libre](http://www.tiolibre.com) Initiative to protect the independence of its customers.

Nexedi is member of the Free Cloud Alliance- www.freecloudalliance.org

More information at: www.nexedi.com and www.erp5.org

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