

31 August 2009

Omiya Toshiyuki  
President and Managing Director  
P&W Solutions

Dear Mr. Toshiyuki,

**RE: CONGRATULATIONS – 2009 JAPAN FROST & SULLIVAN MARKET LEADERSHIP  
AWARD IN THE WORKFORCE MANAGEMENT MARKET**

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On behalf of Frost & Sullivan, we are pleased to announce that **P&W Solutions** has been awarded the **2009 Japan Frost & Sullivan Market Leadership Award in the Workforce Management Market**.

To choose the recipient of this award, the analyst team tracks all companies in the Contact Center Applications industry and benchmarks them with respect to the criteria for evaluation. The evaluation criteria include Market share and Market share growth, Revenue growth, Strategic and profitable partnerships/alliances, Market reach and presence, Innovation and product integration. The selection process includes interviewing market participants and extensive primary and secondary research. The data obtained is then compared and ranked for determining relative positions, and the company that secures the highest rating in terms of the criteria established, is awarded the number one industry ranking.

The Award is presented to P&W Solutions for its leading market share position in the Japanese Workforce Management market in 2008. P&W Solutions successfully addressed the needs of the market by upgrading its product suite continuously. Especially under the current economic climate where clients' needs for cost saving is severe, P&W solutions was able to achieve strong growth by providing products that can save clients costs dramatically by offering products that maximise efficient operation.

Wishing you every success. We look forward to working closely with you in the future.

Thank you.

Sincerely,



**Cindy Gan**  
Director  
Asia Pacific Best Practices and Events  
Frost & Sullivan