



## News Release

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### **IGRAFAX AND COMMERCEQUEST PARTNER TO PROVIDE A COMPREHENSIVE SOLUTION FOR BUSINESS PROCESS MANAGEMENT**

*CommerceQuest and iGrafX Offer Customers an Opportunity to Realize the Benefits of Process Execution*

**Tualatin, OR.** —October 18, 2004 — iGrafX®, a leading provider of business process analysis solutions, announced a strategic partnership with CommerceQuest, a leading Enterprise Business Process Management solutions provider, to offer a complete solution for customers across the Business Process Management (BPM) lifecycle of process definition, analysis, and execution.

Through this partnership, CommerceQuest has developed a seamless integration between the companies' leading applications. This solution enables business users to define, analyze and optimize business processes in iGrafX Process™ and deploy these processes within CommerceQuest's TRAXION<sup>sm</sup> Enterprise Business Process Management Suite (TRAXION *EnterpriseBPMS*). The companies will co-market the combined solution with CommerceQuest reselling iGrafX to provide organizations a single source for complete BPM solutions.

With a complete BPM solution available, iGrafX will extend the use of its leading process analysis tools to all areas of a process-centric company, particularly the IT department. By providing a single interface for business users and IT departments, iGrafX bridges the gap from process analysis to process execution. And, by leveraging their vast libraries of existing process maps, iGrafX customers can rapidly deploy processes within their businesses for a significant time-to-market advantage.

iGrafX solutions are used by thousands of companies for many process improvement initiatives such as Six Sigma, Lean, TQM, ISO and Sarbanes-Oxley. Through this partnership, iGrafX customers can now deploy processes that have been optimized through these initiatives directly into CommerceQuest's execution environment. This will provide process improvement practitioners with the ability to measure the impact of performance improvement against identified business metrics.

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Jim Sinur, Distinguished Analyst from Gartner notes: “Business Process Analysis (BPA) technologies really help business professionals optimize their business processes. Visualizing the business process goes a long way toward identifying bottlenecks, value streams, administrative tasks to automate, and opportunities for reducing error cycles. The resulting models can be used as universal communication tools for business users, systems integrators (SIs), developers and outsourcers. Business Process Management (BPM) technologies allow for the translation of the business models completed in BPA tools into reality while keeping them sharp through continuous feed back and inline optimization. BPA and BPM are extremely complementary technologies and will help clients leverage business processes.”

“We are very pleased that CommerceQuest has selected iGrafx as a preferred solution for Business Process Analysis,” said Ken Carraher, president, iGrafx. “Our history of delivering powerful, easy-to-use solutions for process excellence fits perfectly with CommerceQuest’s goals of delivering a complete Enterprise Business Process Management solution. Our customers have asked for the ability to execute the processes that they have defined in iGrafx, and through this partnership they can.”

With the most comprehensive enterprise BPM suite in the market, CommerceQuest’s customers will benefit from enhanced business process analysis capabilities available via our partnership with iGrafx,” said Michael Forster, CEO, CommerceQuest. “As the BPM and BPA markets continue to grow closer together, our customers are equipped to meet enterprise demands for powerful best-of-breed process analysis capabilities.”

### **About iGrafx**

iGrafx provides a comprehensive suite of business process analysis tools that help organizations understand, analyze, and optimize their processes for key corporate initiatives including Six Sigma, Lean, Business Process Management (BPM), ISO and Sarbanes-Oxley. iGrafx solutions create a team-based collaborative process visualization and analysis environment that enables companies to achieve and sustain process excellence while increasing their return on investment. The iGrafx process management solution assists in reducing costs, increasing resource utilization, and determining how best to allocate and deploy resources. iGrafx is a division of Corel Corporation.

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### **About CommerceQuest**

Founded in 1991, CommerceQuest is the only enterprise solutions provider that enables its customers to rapidly turn business strategy into business processes by fully integrating the work that people do with software systems that optimize business performance. CommerceQuest delivers a complete set of scalable business process management (BPM) solutions that leverage existing IT investments to unite people, processes, and technology in a service-based architecture that spans the extended enterprise, from the mainframe to the Internet and everything in between. More than 500 industry-leading companies rely on CommerceQuest to help them integrate heterogeneous workflow and IT systems, including many of the Fortune 500 companies such as The Home Depot, Coca-Cola Bottling, Ahold, and American Express.

CommerceQuest is a privately-held company and a member of Internet Capital Group's (Nasdaq: ICGE) collaborative network of Partner Companies. For more information about CommerceQuest, please call us at 813-639-6300 or visit us on the Web at [www.commercequest.com](http://www.commercequest.com).

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