

Enghouse Systems Acquires Safeharbor Knowledge Solutions

Acquisition expands Enghouse Interactive solution portfolio

FOR IMMEDIATE RELEASE

Markham, Ontario; Satsop, Washington – September 9th, 2013 – Enghouse Systems Limited ([TSX:ESL](#)) announced today that it has acquired Safeharbor Knowledge Solutions (“Safeharbor”).

Based in Satsop (Seattle), Washington, Safeharbor delivers a SaaS based, unified knowledge base and community forum platform, meeting the needs of small, medium size businesses to Fortune 500 enterprises. This cloud-based offering combines same day turnkey provisioning and deployment, state of the art search and powerful/easy to use administration tools. The product offers a set of applications for internal management and agent collaboration giving knowledge base administrators flexibility to manage and improve content.

“This acquisition will give partners, small and medium businesses and enterprises the ability to improve customer service via call deflection and by providing faster, more accurate answers. In addition, customers can leverage the power of knowledge as a service and social communities and forums as a point of customer interaction, increasing ROI and customer satisfaction,” stated Christoph Mosing, President, Enghouse Interactive Inc.

About Enghouse Systems Limited

Enghouse Systems Limited is a leading global provider of enterprise software solutions serving a variety of vertical markets. Its strategy is to build a larger diverse enterprise software company through strategic acquisitions and managed growth. Enghouse shares are listed on the Toronto Stock Exchange ([TSX:ESL](#)). Further information about Enghouse may be obtained from its web site at www.enghouse.com

About Safeharbor Knowledge Solutions

Safeharbor Knowledge Solutions, based in Washington and founded in 1998, is a leader in knowledge management SaaS applications and solutions as well as contact center services which help organizations provide superior customer support, primarily in the technology, retail, banking, airline, communications and utility sectors. Safeharbor has been providing knowledge management assistance to small and Fortune-500 companies for over a decade and helps balance ongoing efficiencies with service quality and customer experience. For more information, visit www.safeharbor.com

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