

Company Summary

Chordiant helps leading global brands with high-volume customer service needs deliver the best possible customer experience. Unlike traditional business applications, Chordiant Customer Experience (Cx) front-office solutions blend multi-channel interaction management with predictive desktop decisioning, enabling companies to capture and effectively anticipate and respond to customer behavior in all channels, in real-time. For global leaders in insurance/healthcare, telecommunications and financial services, this deeper understanding cultivates a lasting, one-to-one relationship that aligns the most appropriate value proposition to each consumer. With Chordiant Cx solutions, customer loyalty, operational productivity and profitability reach new levels of return. For more information, visit Chordiant at www.chordiant.com.

Investment Highlights

- Leader in large and growing market
- Industry leading technology platform, based on industry standards
- Large blue chip customer base
- Solid revenue visibility driven by strong backlog of approximately \$45 million *
- Strong balance sheet with \$53 million in cash
- Proven management team

* As of March 31, 2009

Market Trends Support Customer Experience Investments

- Acquiring a new customer is up to 10x more expensive than retaining an existing one
- Reducing defections by 5% can boost profits by up to 80%
- The average company loses half of its customers over 5 years
- Satisfied customers tell 5 people, where dissatisfied customers tell 9 people about their experience.
- Very satisfied customers are 6x more likely to repurchase than satisfied customers

Those companies that are growing the fastest, tend to "touch" their customers more often...this provides strong evidence of the economic payoff of Customer Experience

Recent Events

- Q2 Fiscal Year 2009 Financial Highlights
 - Total revenue of \$18.0 million
 - Backlog of approximately \$45 million
 - Non GAAP EPS of (\$0.05), GAAP EPS of (\$0.12)
 - Total cash position of approximately \$53 million

Long Term Financial Model

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|------------------------------------|------------------|
| • License Revenue | 45 – 55% |
| • Maintenance & Service Revenue | 55 – 45% |
| Sales & Marketing | 28 – 26% |
| Research & Development | 20 – 19% |
| General & Administrative | 12 – 11% |
| • Total Operating Expenses | 59 – 60% |
| • Non-GAAP Operating Income | 15 – 20%* |

* Excludes stock based compensation, amortization of intangibles, restructuring and infrequent charges. For a reconciliation of these non-GAAP financial measures to comparable GAAP items, please refer to our Form 8-K filed January 29, 2009.

Market Data

Stock Exchange.....NASDAQ
Stock Symbol.....CHRD
Fiscal Year End.....Sep 30
52 Week Range.....\$2.01 - \$6.53
Shares Outstanding..... 30.1M
(March 31, 2009)
Recent Price.....\$3.10
(May 14, 2009)
Market Capitalization.....\$93.6M
(May 14, 2009)

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