



Chordiant Software's Raymond Gerber Joins BPM Forum Advisory Board

Chief Technology Officer of Leading Customer Experience Provider Brings Years of Expertise to Front Lines of BPM

CUPERTINO, Calif., Sep 09, 2009 (BUSINESS WIRE) -- Chordiant Software, Inc. (Nasdaq:CHRD), the leading provider of Customer Experience (Cx(TM)) software and services, today announced that Chief Technology Officer Raymond Gerber has joined the Advisory Board for the BPM Forum. The BPM Forum, which has 1,200 members, advances the understanding of business performance management techniques, technologies, and processes in global enterprises.

"I'm very excited to be joining the other senior executives, management consultants, and industry thought leaders on the BPM Forum Advisory Board," said Raymond Gerber. "I look forward to providing input into the Forum's agenda and overall strategic direction to ensure the group brings evolving dynamic BPM technologies and strategies to the forefront of enterprise decision making."

Raymond Gerber joined Chordiant in April 2008. He has 27 years of experience building software solutions for software vendors and architecting and building large customer-facing solutions for consumer organizations. Prior to Chordiant, Raymond Gerber was the president and owner of FirstSecond Technologies, which focused on customer experience improvement. Before that, he served in senior positions in various large consumer organizations, where he specialized in BPM practices with a focus on improving end-user operational effectiveness and efficiency. He has been issued three patents relating to optimization of call center software.

About the BPM Forum

The BPM Forum helps advance the understanding of business performance management techniques, technologies, and processes in global enterprises. The Forum brings together influential business line managers and senior executives overseeing enterprise finance, operations, and technology functions. Forum members join in the pursuit of innovations in business performance management, the practice of enabling organizations to translate strategies into plans, monitor execution, and provide insight to improve financial and operational performance.

About Chordiant Software, Inc.

Chordiant software optimizes the customer experience, helping clients improve business results while significantly strengthening customer relationships. Chordiant's solutions allow multi-channel interaction management and centralized Next-Best-Action(TM) driven predictive decisioning to target individual customer needs and provide unprecedented management and control over sophisticated customer experience strategies. Fortune 1000 customers turn to Chordiant to build, maintain and significantly strengthen connections with customers, so they can differentiate themselves from the competition and maximize their business objectives. For more information, please visit <http://www.chordiant.com>.

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SOURCE: Chordiant Software, Inc.

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