

PRESS INFORMATION

Multinational Unified Communications-Network for leading Central- and Eastern-European Oil and Natural Gas Group

TOPCALL realizes BranchBox Solution for OMV

Vienna, August 27, 2003 – TOPCALL International AG can now also count the OMV Aktiengesellschaft as one of their customers. The specialist in Unified Communications implemented, with the BranchBox, a multinational communications network for the leading Central- and Eastern- European oil and natural gas group. Besides the central TOPCALL server in Vienna a number of preconfigured BranchBoxes were delivered to various subsidiaries and connected to the main server over IP. Now 3.600 employees in Austria, Germany and Hungary are able to send and receive fax-messages via Outlook, Oracle and SAP. The Czech Republic and Serbia-Montenegro will follow within the next months and other countries are already in planning.

The OMV installed a central TOPCALL Tandem-Server in the company's headquarters in Vienna and preconfigured BranchBoxes in the German refinery Burghausen as well as in the subsidiary in Budapest. "It is a 'plug and play' system which requires none or very little configuration effort locally" explains TOPCALL Country Manager Wolfgang Kuzel. The boxes contain only the fax cards and are connected via a robust IP-network. "This way we create a virtual network that can be expanded as needed. The 'system-intelligence', i.e. the TOPCALL server, remains in the headquarters where the whole system can be administered. " More than 25,000 fax messages a month are sent over OMV's TOPCALL system. The system is mainly used for delivering price lists to the gas stations and for marketing-campaigns via fax.

"We were looking for a reliable and low-cost communications network that is able to integrate the still very heterogeneous IT-infrastructures in the various countries", explains Thiemo Götzl, project leader at the OMV. On July 1st, 2003 the oil and natural gas group had acquired 313 Aral- and BP- gas stations in Southern Germany, Hungary and Slovakia as well as 45% of the BAYERNOIL-refinery group. " Since we do not have a unified IT-system yet, the communication via fax turned out to be very efficient within a short time." The integration of the subsidiaries in Romania and Bulgaria is already planned.

Fax not a phased-out technology

Götzl does not believe that fax is soon to be a phased-out technology, "the OMV group has subsidiaries in more than 20 countries globally. Fax is still worldwide a reliable media to exchange official documents. This will not change shortly." Kuzel adds, "Reliability, security and low maintenance costs are not the only advantages of our fax solution but our customers also save on hardware – you do not need fax machines, paper or toner. If the customer decides to integrate other media like SMS and Voice in the future, that can also be done very easily with the TOPCALL Server."

The TOPCALL Server is a one-stop solution for business communications. The extremely reliable server architecture allows companies to integrate, manage and archive all communications from a single server. The single sever architecture simplifies network management and eliminates the need for additional client software. The available range of ser-

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vices comprises Unified Messaging, Network and Production Faxing, Interaction Management and Computer Telephony (IVR/CTI). In addition, TOPCALL offers communications solutions for ASPs and a range of products that allow companies to turn call centers into multimedia contact centers.

OMV Aktiengesellschaft: The OMV Aktiengesellschaft is one of the biggest stock-listed industrial companies in Austria with a group revenue of 7.08 billion EUR, a total of 5,828 employees in 2002 and a market capitalization of about 2.8 billion EUR. As the leading oil and natural gas company in Central and Eastern Europe the OMV group operates in 12 countries in the refinery and marketing (R&M) area, with the goal to double the market share to 20% until 2008. International exploration and production activities (E&P) take place in 17 countries. In January 2003 the OMV acquired the international E&P division of the Preussag Energy GmbH. The OMV also owns integrated chemical companies. The group holds 25% of Borealis A/S, one of the worldwide leading producers of Polyolefin, 45% of the BAYERNOIL refinery group, 9% of the Hungarian MOL and 25.1% of the Rompetrol Group NV, the biggest privately owned oil company in Romania.

TOPCALL (Vienna Stock Exchange: TOPC) is a worldwide provider of mission-critical Unified Communication (UC) solutions. These communication solutions allow customers to leverage their prior IT investments (such as CRM and ERP systems), to streamline or accelerate business processes and to achieve better results and a rapid return on investment. With 25 years of experience and an impressive fortune 500 customer list, the company has a proven ability to communications-enable all mainstream business processes using all relevant communications media types. TOPCALL has delivered and supported over 4,000 UC Solutions worldwide, offering global support services and on-site consulting. Solutions are available through the Company's 24 direct sales and support offices and 18 dedicated distributors. The company is listed since December 19, 2002 on the Prime Market segment of the Vienna Stock Exchange under the ticker symbol TOPC. **The company's ISIN-number is: AT0000848809.** Its headquarters are located in Vienna, Austria. Further information is available at <http://www.topcall.com>.

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