

BURLINGTON, Massachusetts, October 15, 2013 /PRNewswire/ --

[ClickSoftware Technologies Ltd](#) . (NasdaqGS: CKSW), the leading provider of automated [mobile workforce management and optimization solutions](#)

for the service industry, today announced that
Namibia's

national telecommunications operator

[Telecom Namibia](#)

, has selected ClickSoftware to help improve customer service, reduce operating costs, and increase the efficiency of field technicians working across the country.

The mobility and scheduling solution, which will be rolled out to all field technicians, will replace existing manual processes and enable Telecom Namibia to more efficiently maintain and expand their position as the largest digital communications network in the country, and a leading supplier of voice, SMS, data and video solutions to domestic and business customers.

Chie Wasserfall, Head of Field Services, Telecom Namibia, said: "ClickSoftware will allow us to execute in real-time, with greater agility and visibility of our field technician's workloads. We expect customer service levels will rise even higher, with the provision of realistic, accurate and narrow appointment slots." New services can be delivered in much shorter time frames and faults will be rectified within hours.

Through real-time workforce optimization and automation Telecom Namibia will be able to automatically apply a consistent rule set to its scheduling as new jobs are created or schedules changed for unexpected reasons, such as travel delays or network emergencies. In some cases, new jobs will be automatically issued to technicians without even passing through a dispatcher. This automation will mean dispatcher resources can be re-assigned to focus on higher value tasks, rather than fighting with constantly changing scheduling demands.

For field technicians, the ClickSoftware Mobility Solution will allow them to be in constant communication with Telecom Namibia's dispatch center, receiving instant updates on their schedules and being able to provide immediate updates themselves. Technicians will be able to close work orders, re-book appointments and communicate directly with dispatchers in real-time. These new features will empower field technicians to more easily meet Telecom Namibia's industry leading customer SLAs.

The transition to the cloud by large companies has been accelerating since the beginning of 2013, still many large companies continue to buy on-premise solutions and Telecom Namibia is one example. ClickSoftware's ability to offer customers a choice between both options is a strong differentiator. Since the beginning of the year ClickSoftware signed a considerable number of new large companies for its in-cloud solutions thus building its future annual recurring revenues. To deploy the on-premises solution for Telecom Namibia, ClickSoftware will partner with Business Connexion Namibia and About Time Software.

Wasserfall continued, "Through ClickSoftware we will be able to more closely monitor our field resources, the problems they are facing and look for patterns where we can make improvements to processes, or change the way resources are distributed across the network. This intelligence of the system will play a key role for us improving our service and managing the costs of maintaining and upgrading the network."

Dr. Moshe BenBassat, Founder and CEO, ClickSoftware, said: "Our experience in the telecommunications industry has shown time and time again, that a connected and real-time service organization delivers real value to customers, and we look forward to working with Telecom Namibia on this visionary project. The popularity of ClickSoftware's solutions is growing throughout sub-Saharan Africa due to our demonstrated understanding of the unique challenges of delivering excellent service in the field across huge geographical areas."

About Telecom Namibia:

Telecom Namibia is the only integrated telecommunications solutions provider operating in the country, with a transmission network that is 100% digital. The company provides a comprehensive portfolio of communication services and solutions in broadband, data and voice over fixed, fixed-wireless and mobile platforms. The company also offers long distance, fixed-to-other operators and international voice services, interconnection services which include hubbing communications services and international voice over internet protocol services, subscription based value-added voice services and customer premises equipment rental and sales. Data and internet services, including domestic and international data transmission services, such as point to point leased lines, ADSL services, managed packet-based services and CDMA data services, managed data networking services and internet access and related information technology services. The company places emphasis on continuing customer service quality enhancements and innovations.

<http://www.telecom.na>

About: About Time Software

[AboutTime](#) has its roots in enterprise mobility, providing solutions to companies with diverse mobile and scheduling requirements in all major sectors. [AboutTime](#) is a performance improvement company, specialising in the delivery of projects involving the ClickSoftware Service Optimisation suite, which we believe is the strongest toolset of its kind available. Certified as a ClickSoftware implementation partner we provide specialist skills to organisations that require an end to end approach to service optimization and enablement of their mobile workforce.

About: Business Connexion Namibia

As the largest BEE ICT company in Namibia, Business Connexion Namibia is one of the country's leading solution system integrators. As a Namibian registered company with a proven track record of over 30yrs in the Namibian market and together with our best of breed products and partnerships with internationally acclaimed solution providers we have the technical knowledge and experience in the implementation and management of specialized computer solutions such as that being implemented at Telecom Namibia.

With the implementation of this solution, a first in the Namibian market, we not only provide our

client with a state of the art professional solution, but channel the benefits of such a solution to the general populace of Namibia. Business Connexion Namibia's ultimate long term goal is to enrich communities by making the impossible possible, through technology.

About: ClickSoftware

ClickSoftware (NasdaqGS: CKSW) is the leading provider of automated mobile workforce management and service optimization solutions for the enterprise, both for mobile and in-house resources. As pioneers of the "Service chain optimization" concept, our solutions provide organizations with end-to-end visibility and control of the entire service management chain by optimizing forecasting, planning, shift and task scheduling, mobility and real-time management of resource and customer communication.

Available via the cloud or on-premise, our products incorporate best business practices and advanced decision-making algorithms to manage service operations more efficiently, in a scalable, integrated manner. Our solutions have become the backbone for many leading organizations worldwide by addressing the fundamental question of job fulfillment: Who does What, for Whom, With what, Where and When.

ClickSoftware is the premier choice for delivering superb business performance to service sector organizations of all sizes. The company is headquartered in the United States and Israel, with offices across

Europe

,
Latin America

and

Asia Pacific

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<http://www.clicksoftware.com>

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Safe Harbor Statement

This press release contains express or implied forward-looking statements within the Private Securities Litigation Reform Act of 1995 and other U.S Federal securities laws. These forward-looking statements include, but are not limited to, those statements regarding expected benefits to Telecom Namibia and its customers from using ClickSoftware's solutions. Such "forward-looking statements" involve known and unknown risks, uncertainties and other factors that may cause actual results or performance to differ materially from those projected, including those discussed in the "Risk Factors" section and elsewhere in ClickSoftware's annual report on Form 20-F for the year ended December 31, 2012 and in subsequent filings with the Securities and Exchange Commission. Except as otherwise required by law, ClickSoftware is under no obligation to (and expressly disclaims any such obligation to) update or alter its forward-looking statements whether as a result of new information, future events or otherwise.

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