

Cincom Reports Impressive Gains in 2004

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Cincom Systems, Inc. announces corporate financial performance highlights for calendar year 2004 vs. 2003. These highlights include:

-- Revenue increased by 25%. -- Profits increased by 28%. -- Return on Invested Capital increased from 57.3% to 81.1% -- Calendar year 2004 was Cincom's second most profitable year ever. -- The past three years have been the most profitable ones in Cincom's 36- year history. -- Gross revenue per employee increased from \$161,200 to \$181,800.

Growing, Profitable and Vibrant Company

A significant amount of Cincom's revenue growth was attributed to new business, and subscription revenues that grew an amazing 78% in the fourth quarter of 2004 vs. 2003.

Creates Jobs

Cincom President Tom Nies, a 2004 Ernst & Young Entrepreneur of the Year Hall of Fame Inductee, is aggressively preparing Cincom for more unprecedented growth. Tom sees revenues growing significantly by 2008, with the pre-tax margin targeted to double. In achieving these goals, Tom expects to double the Cincom staff over the same period.

With Steadfast Focus on Cincom's Four Pillars of Customer Satisfaction

"We will achieve our growth goals by steadfastly focusing on Cincom's four pillars of customer satisfaction: Delivering the highest value, at the lowest cost, with rapid ROI and low risk," says Mr. Nies.

About Cincom

Cincom, The World's Most Experienced Software Company, builds, sells, and supports software for customer experience management, data access and integration, process automation, manufacturing business solutions, and business communications as well as offers IT and contact center outsourcing. High quality, rapid implementation, and excellent service give Cincom clients greater productivity, faster speed-to-market, and a quicker return on investment. Cincom has served thousands of clients on six continents including BMW, Citibank, Boeing, Northwestern Mutual, Federal Express, Ericsson, Penn State University, Messier-Dowty, Siemens, Rockwell Automation, and Trane.

For more information about Cincom's products and services, contact Cincom at 1-800-2CINCOM (USA only), send an e-mail to info@cincom.com , or visit the company's website at www.cincom.com .

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