

Synchronoss Announces Partnership with Formity Systems to Provide Greater Billing Collaboration Between Carriers and Enterprises

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BETHLEHEM, Pa. -- September 22, 2003 -- Synchronoss Technologies, the first telecom business process outsourcer for Tier One carriers and their enterprise customers, today announced a partnership with Formity Systems to extend their software license platform into a full business process outsourcing (BPO) model. Using the Synchronoss ActivationNow infrastructure and interface with the incorporation of Formity's NS Insight software platform, enterprise customers can process telecom invoices against a unified view of telecom inventory and order information. The partnership will create a more transparent billing process between telecom carriers and their enterprise customers.

"Today's announcement reaffirms our commitment to promoting a collaborative relationship between Tier One carriers and their enterprise customers," said Stephen Waldis, president and CEO of Synchronoss Technologies. "By leveraging Formity's enterprise expertise, the collaboration will increase billing system clarity and visibility for both the carriers and their enterprise customers. Billing disputes between the two entities will subsequently be minimized, telecom budgets and planning will be more accurate, and overall customer satisfaction will increase."

The ActivationNow platform was implemented within Synchronoss' first major carrier customer, MCI, in August 2000. The platform bundles the complicated OSS back-end building blocks: ordering, provisioning, fulfillment, inventory management, reporting and billing -- into a secure and scalable service delivery platform. In addition to MCI, Synchronoss Tier One carrier customers include AT&T, Sprint, and AT&T Wireless.

"Formity's NS Insight application for managing enterprise telecom resources serves as an excellent complement to Synchronoss' proven expertise in telecom business process outsourcing." said Chuck Machlin, founder, CEO and president of Formity Systems. "This partnership will provide customers with an innovative, technologically advanced solution that links carriers and internal enterprise systems through an electronic interface, automating their telecommunications supply chain."

About Synchronoss Technologies

Synchronoss Technologies provides telecom business process outsourcing for collaborative service fulfillment and cost management to Tier One carriers and Fortune 500 companies. This new level of collaboration between the carrier and enterprise helps both sides lower costs, drive revenue and improve service. Synchronoss serves Tier One carriers such as AT&T Wireless, MCI, AT&T Business Services and Sprint as well as approximately 50 of their most critical enterprise subscribers. The company's flagship offering, the ActivationNow platform, is composed of proprietary business workflow processes wrapped around industrial strength software and delivers order and inventory management, revenue management, billing reconciliation and Web-based customer care. Synchronoss currently manages \$1 billion in annual enterprise telecom spend. Synchronoss was founded in 2000, is headquartered in Bethlehem, Pa. and has offices across the US. The company is privately held and backed by investors including ABS Ventures (Detuche Bank Capital), Rosewood Venture Group, Ascent Venture Partners Adams Street Partners and Liberty Ventures. For more information, please visit <http://www.synchronoss.com>.

About Formity Systems

Formity Systems was founded to apply the proven efficiencies of supply chain management to telecommunications assets. Formity Systems' strategic objective is to provide enterprises with the information and tools they need to effectively manage telecommunications resources. NS Insight, Formity's flagship product, serves as the platform that automates the telecommunications supply chain and manages an enterprise's purchased telecom services on an integrated, end-to-end basis.

With a depth of industry experience and technological innovation, Formity Systems delivers complete control over the entire telecommunications supply chain: requesting, ordering, inventory management, invoice processing and cost allocation. For more information please, visit <http://www.formity.com>.