



Contact:

Stephen Sadler
Chairman & CEO
Enghouse Systems Limited
Tel: (905) 946-3200

For Immediate Release

Enghouse to Acquire CosmoCom

Acquisition Brings Cloud-based IP Contact Center Solution to Enghouse Global Division

Markham, Ontario -- Phoenix, Arizona -- Melville, New York – March 9, 2011 – Enghouse Systems Limited (TSX:ESL) today announced that a definitive agreement has been entered into whereby Enghouse and Syntellect Inc., a wholly owned subsidiary of Enghouse, will acquire the business and operations of CosmoCom, Inc. for a cash purchase price of US\$20,000,000, subject to certain adjustments. CosmoCom's annual revenues for fiscal 2010 were approximately US\$17,600,000. Completion of the agreement is subject to customary conditions for transactions of this nature.

With more than 40 years combined experience, Syntellect and CosmoCom have a strong tradition of expertise and experience serving the Contact Center industry. The complementary product portfolios enable the delivery of truly open, scalable contact center solutions on premise or in the cloud.

"We are very pleased with the acquisition of CosmoCom," stated Stephen Sadler, Chairman and CEO of Enghouse. "This acquisition provides us an excellent opportunity to grow our business into new market segments and geographies, with a combined portfolio that serves both the established premise-based and the growing cloud-based markets."

"Syntellect's rich heritage of delivering industry-leading interaction management technology across the contact center spectrum continues with the addition of CosmoCom's purpose built, Private and Public Cloud contact center solution. Combined with our award winning, premise-based CIM solution, Syntellect is uniquely positioned to provide our customers with the technology and deployment options that best suit their business and market needs," said Steve Dodenhoff, President of the Interaction Management Group of Enghouse Systems Limited. "The combined organization, capabilities and product portfolio further supports our global expansion and customer acquisition strategies."

"We are very pleased to be joining Enghouse, as this acquisition aligns CosmoCom with a profitable and strategic ownership group that is committed to increasing its global presence and expanding to new market segments worldwide," stated Ben Eisner, President of CosmoCom.

About Enghouse Systems Limited

Enghouse Systems Limited is a leading global provider of enterprise software solutions serving a variety of vertical markets. Its strategy is to build a large diverse enterprise software company through strategic acquisitions and managed growth. Enghouse shares are listed on the Toronto Stock Exchange ([TSX:ESL](http://www.tse.com)). Further information about Enghouse may be obtained from its web site at www.enghouse.com.



About Syntellect Inc.

At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers - personalized service that values their preferences from the way they contact a business to the level of help desired. We measure our success by our ability to implement and continuously support solutions for our customers. With 25-plus years of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products, and the healthcare industries.

Syntellect is headquartered in Phoenix, Arizona, with additional offices in the United States, Canada, the United Kingdom, Sweden, Croatia, Dubai, Australia and Singapore. For more information about Syntellect Inc. visit www.syntellect.com.

About CosmoCom

CosmoCom™ provides a unified, all-IP contact center suite that enables businesses to quickly, easily and economically fulfill the most complex customer interaction management requirements of today - and tomorrow. CosmoCom customers include Fortune-class enterprises around the globe, including many of the world's largest service providers. With its reputation for servicing sophisticated, mission-critical applications, CosmoCom is the most selected provider of cloud-based contact center platforms to top-tier telcos worldwide. For more information, please visit www.cosmocom.com.