

Enghouse Systems Acquires IT Sonix AG

Acquisition Expands Enghouse's Contact Center Solutions Business in Germany

FOR IMMEDIATE RELEASE

Markham, Ontario; Leipzig, Germany – March 4th, 2014 – Enghouse Systems Limited ([TSX:ESL](http://www.tsx.com/ESL)) announced today that it has acquired IT Sonix AG (“IT Sonix”) for a purchase price of approximately €7.0 million subject to certain price adjustments. (€ Euro currency denomination)

Based in Leipzig, Germany, IT Sonix is a software provider specializing in outbound contact center solutions with a particular focus on tele-marketing. ELSBETH, IT Sonix’s flagship solution, is a fully featured, general purpose, outbound suite combining a powerful predictive dialer, campaign management, call scripting, real-time speech analytics and agent coaching capabilities. The sophisticated speech analytics technology and the agent coaching application help to improve both the efficiency and the effectiveness of the agent by providing real time coaching during the interaction, resulting in significantly improved sales performance. ELSBETH also provides support for inbound calls for more comprehensive inbound/outbound agent blending requirements. The applications are capable of being integrated with other Enghouse products or with other third party offerings. All this helps organizations to notably improve productivity from their contact center operations. The ELSBETH products are installed in 10 of the 30 largest German contact centers and can be deployed as an on-premise, hosted, or SaaS solution. Founded in 1999, the company has offices and data centers in Germany, the U.K. and Italy.

“This acquisition once again demonstrates our commitment to scale our existing operations in the important German market and establishes an Enghouse presence in Italy,” stated Stephen Sadler, Chairman and CEO of Enghouse. “IT Sonix’s talented work force and excellent products are a great fit for Enghouse”.

“We are very excited to be part of the Enghouse family – an enterprise software company with strong resources and global reach” stated Andreas Lassmann, CEO of IT Sonix. “We look forward to accelerating our growth and product capabilities while maintaining the high level of service our customers have come to expect from us”.

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 larger, more diverse enterprise software company through strategic acquisitions and managed growth. Enghouse shares are listed on the Toronto Stock Exchange ([TSX:ESL](http://www.tsx.com/ESL)). Further information about Enghouse may be obtained from its web site at www.enghouse.com.

About IT Sonix AG

IT Sonix AG specializes in the development and sale of high-quality software based communication products for the contact center industry. Customers throughout Europe benefit from using its communication products, predictive dialers and campaign management solutions. The company operates from offices in Germany, the U.K. and Italy. For more information, please visit www.itsonix.com.

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