



NEWS RELEASE

Continuous Planning & Scenario Analysis

MEDIA CONTACT:

Debbie Mullins

Alight LLC

800-960-7717

DMullins@AlightPlanning.com

Alight Ranks #2 in Customer Satisfaction Ahead of Competitors

Respected Advisory Firm Publishes Results of 2009 Survey of Business Performance Management Vendors

PLACERVILLE, CA; December 14, 2009 — Alight LLC, developers of the industry-leading [Alight Planning](#) financial planning and reporting software, today announced that it was ranked #2 in overall customer satisfaction in the *Vendor Landscape Matrix for Business Performance Management* recently published by [BPM Partners](#), a leading independent authority on business performance management (BPM) solutions. Scoring 4.71 on a 5.00 scale, Alight outranked all but one of the traditional competitors in the performance management and business intelligence market including many well known mid-sized and enterprise software vendors. A detailed list of the vendors rated is available in the [research report](#).

“Alight was especially strong in individual rankings for customer related processes.” said Rand Heer, Alight’s CEO. “We scored an average of 4.79 in the categories of sales process, training, technical support and consulting, reinforcing again our focus on the customer starting from the first sales call through the final implementation.”

“Alight is a notable player in the BPM space, especially with their focus on rolling forecasts and scenario analysis which are so critical in today’s economic climate.” said Craig Schiff, CEO of BPM Partners. “From more than one hundred performance management vendors we track on a regular basis, we’ve chosen to include Alight on the US Vendor Landscape Matrix which identifies companies successfully delivering BPM Solutions in the US.” In the 2008 Vendor Landscape Matrix published a year ago, BPM Partners honored Alight as “Best New Vendor of 2008” citing Alight’s unique driver-based planning architecture and deep-seated modeling capabilities.

Underscoring Alight’s focus on customer service, Ray Wolfe, CFO of Pittsburgh Mercy, said: “The Alight services group guided us through a very complex implementation involving profitability analysis by location. They helped me put in place a totally new culture for planning and analysis.” Pittsburgh Mercy is an Alight customer with sixty community mental health locations serving Southwestern Pennsylvania. Read the [full story](#) of Pittsburgh Mercy’s implementation of Alight.

For information about the Vendor Landscape Matrix published by BPM Partners, see [research details](#). For an online demo of Alight Planning, go to [Budgeting Top 5](#).

About Alight LLC:

Alight LLC’s Alight Planning is a true driver-based financial planning and reporting software package that

automates complex business modeling for more accurate strategic plans, revenue projections, budgets and rolling forecasts. Its unique architectures and easy-to-use interfaces provide finance staff the power they need to build complex driver-based planning models, while delivering traditional planning structures such as line item detail, integrated financial statements and multiple-user security. Cost-effective and IT-independent, Alight Planning is affordable and easily deployed by Fortune 1,000 business units, as well as midmarket companies with limited IT resources. Alight has over 150 customers including Kaiser Permanente, Down East Enterprises, Pittsburgh Mercy and the Swan and Dolphin Resort at Disney World. For more information about Alight Planning, visit www.AlightPlanning.com or call 800-960-7717.

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