



Parature Selects Angel.com's Virtual Call Center

Angel.com Technology Chosen by Leader in On-Demand Customer Support

McLean, Va. – August 15, 2007 – Angel.com, a leading provider of on-demand call center and Interactive Voice Response ([IVR](#)) solutions and a division of MicroStrategy® Incorporated (NASDAQ: MSTR), today announced that Parature, the global leader in on-demand customer support and help desk software, has selected Angel.com to help manage its phone-based customer support needs to clients around the globe. The Virtual Call Center Solution from Angel.com will enable Parature to enhance telephone-based customer support, including emergency services, 24 hours a day, 7 days a week to businesses, educational institutions, and government agencies.

As an innovator of online customer support software, Parature recognizes the importance of providing world-class service to customers. According to Ben Martin, Director of Support for Parature, the company's existing in-house support line did not offer the functionality and flexibility he needed. With the fully-hosted Angel.com Virtual Call Center solution, Martin built and deployed a complete call center within weeks and can easily make changes and implement them at any time. Martin also benefits from access to real-time monitoring and reporting, full call recording, and seamless integration with other Parature applications as part of the feature-rich solution.

"The Angel.com Virtual Call Center solution provides the ease of deployment and use we need to better serve our customers and manage our support center," said Martin. "The web-based interface makes it easy to make changes on- the-fly and better manage the overall customer experience."

"The fact that Parature – a worldwide leader in customer support software – chose Angel.com to automate and manage its own phone-based customer support speaks volumes of the confidence our clients have in our technology and solutions," said Angel.com CEO Michael Zirngibl. "Our high quality and easy-to-use applications ease solution deployment and management, enabling our clients to focus on one thing: their customers."

About Angel.com

Angel.com is a leading provider of on-demand call center and [Interactive Voice Response \(IVR\)](#) solutions, which enable organizations of all sizes to quickly deploy powerful telephony applications. More than 1,600 customers turn to Angel.com's proprietary Voice Site technology to power customer service and marketing phone numbers using intelligent speech recognition that can automate most phone-based interactions. With an innovative Internet-based solution that requires no investment in hardware, software, or human resources, Angel.com balances the need for high quality communications with affordable pay-as-you-go pricing. For more information, visit <http://www.angel.com>.

About MicroStrategy

Founded in 1989, MicroStrategy is a global leader in business intelligence (BI) technology. MicroStrategy provides integrated reporting, analysis, and monitoring software that helps leading organizations worldwide make better business decisions every day. Companies choose MicroStrategy for its advanced technical capabilities, sophisticated analytics, and superior data and user scalability. More information about MicroStrategy (NASDAQ: MSTR) is available at <http://www.microstrategy.com>.

MicroStrategy and Angel.com are trademarks or registered trademarks of MicroStrategy Incorporated in the United States and certain other countries. Other product and company names mentioned herein may be the trademarks of their respective owners.

About Parature

Parature is the global leader in on-demand customer support and help desk software. Our web-based support suite enables organizations to fundamentally change the way they support their customers while significantly reducing costs. The Parature suite of modules empowers associations, businesses, academic institutions, and government agencies with the ability to provide critical service information on a 24/7 basis while reducing the inbound support load through customer self-service. As a Software-as-a-Service (SaaS) provider, we deliver our solutions over the Internet using a secure, scalable application and system architecture, which allows our customers to eliminate expensive up-front hardware and software costs and to quickly deploy and adopt our on-demand software. Parature helps support over 6,000,000 end-users worldwide and is headquartered in Vienna, VA. For more information about Parature please visit www.parature.com or call 1-877-GO-PARATURE.

Media Contacts:

Greg Abel
Abel Communications for Angel.com
(410) 466-2210
greg@abelcommunications.net

###