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**COSTA MESA, Calif. Aug. 26, 2002** FileNET Corporation (Nasdaq: FILE), the leading provider of Enterprise Content Management (ECM) solutions, today introduced the Process Analyzer, a new reporting and analytics tool designed to help enterprises optimize their business operations and increase the returns they realize from their Business Process Management (BPM) investment. Using a graphical interface, the Process Analyzer provides visibility into business processes with comprehensive tracking metrics and reports. For customer service intense organizations, the Process Analyzer can help manage performance by analyzing key elements of business operations, such as the types of inquiries processed, processing cycle times, customer response times and productivity per employee.

The industry's first BPM process-analysis solution enables FileNET customers to avoid the costly and time-consuming integration associated with add-on analytics packages by offering seamless integration with FileNET's Enterprise Content Management framework.

In today's economy, end-to-end BPM functionality is absolutely essential for enabling the agility and flexibility that characterizes successful businesses, said Jim Sinur, vice president and research area director at The Gartner Group. Process analysis is a key component of this end-to-end BPM capability and a critical part of helping enterprises achieve and demonstrate a rapid ROI from their process technology investments.

An organization's processes and its ability to execute on those processes truly define its business performance, said Michael W. Harris, senior vice president, products and strategy for FileNET. By enabling real-time reporting in an easy-to-use package, the Process Analyzer is the first solution to take BPM out of the back office and make it accessible for executives and line-of-business managers. The Process Analyzer is a powerful tool that enables enterprises to measure and prove the value of their business operations, respond more quickly to market demands and opportunities, develop best practices and continuously improve their operations.

The Process Analyzer helps companies establish benchmarks for evaluating business performance, and analyze productivity, efficiency and cycle time. It also enables managers to identify bottlenecks in their operations so they can reallocate under- or over-utilized resources. By providing a holistic view of business operations, the Process Analyzer allows executives to make more timely decisions, and establishes a foundation for continuous process improvement.

For example, the Process Analyzer can help a mortgage lender analyze key elements of its operations such as the types of loans processed, processing time, customer response time and productivity per employee. With this information at hand, the lender can modify processes as needed to ensure maximum efficiency and world-class customer service.

Based on on-line analytical processing (OLAP) technology, the Process Analyzer leverages process data collected by FileNET's BPM solution. With an easy-to-use interface based on Microsoft Excel, the Process Analyzer monitors data without the added time and expense of an outside analyst or consultant. It also offers sophisticated reporting and analytics capabilities, including the ability to create customized and detailed reports on the fly.

An add-on module to FileNET's ECM platform, the Process Analyzer complements the company's comprehensive portfolio of BPM solutions. As the inventor of workflow technology with 19 years of process management leadership, FileNET helps more than 3,700 customers worldwide leverage data for maximum competitive advantage and better business results. The company continues to expand its leadership in the ECM market by rapidly introducing new capabilities for its extended ECM platform. FileNET's extended ECM offering provides an end-to-end capability that allows customers to quickly and effectively manage all aspects of the content and processes that drive their businesses.

The Process Analyzer will be available in September and has a base configuration price point of \$70,000 USD.



**About FileNET**

FileNET Corporation (Nasdaq: FILE) provides The Substance Behind eBusiness™ by delivering Enterprise Content Management solutions that enable organizations to realize increased productivity, customer satisfaction, and profitability by empowering customers, business partners, suppliers, and employees to engage in business processes and exchange relevant content.

Headquartered in Costa Mesa, Calif., the company markets its innovative solutions in more than 90 countries through its own global sales, professional services, and support organizations, as well as via its ValueNET® Partner network of resellers, system integrators, and application developers. To put more substance into your eBusiness, visit FileNET's Web site at [www.FileNET.com](http://www.FileNET.com) or call 1-800-FileNET.

Safe Harbor Statement under the Private Securities Litigation Reform Act of 1995: This release may contain forward-looking statements that involve risks and uncertainties. Among the important factors which could cause actual results to differ materially from those in the forward-looking statements are FileNET's ability to develop, complete, introduce, market, distribute and gain market acceptance for the Process Analyzer and other new products and technologies in a timely manner; announcements of technological innovations, new products or product enhancements by FileNET or its competitors; the emerging nature of the ECM market and other factors detailed in FileNET's filings with the Securities and Exchange Commission including its recent filings on Forms 10-K and 10-Q.

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