

CONVERGYS CORPORATION PROFILE

OVERVIEW

Convergys Corporation (NYSE: CVG), a member of the S&P 500 and the Forbes' Platinum 400, is the global leader in integrated billing, employee care, and customer care services provided through outsourcing or licensing. We serve top companies in telecommunications, Internet, cable and broadband services, technology, financial services, and other industries in more than 40 countries. We also provide integrated, outsourced, human resource services to leading companies across a broad range of industries.

We bring together world-class resources, software, and expertise to help create valuable relationships between our clients and their customers and their employees. This commitment is validated by the more than 1.5 million individual bills our software produces each day to support more than 100 million subscribers, and by the more than 1.7 million separate customer and employee contacts we manage each day, both live and via electronic interaction.

Convergys employs more than 55,000 people in 53 customer contact centers and in our data centers and other offices in the United States, Canada, Latin America, Europe, the Middle East, and Asia. Convergys is on the net at www.convergys.com, and has world headquarters in Cincinnati.

CORE PRODUCTS & SERVICES

Convergys serves as a virtual extension of our clients' businesses, providing them with innovative, award-winning billing, employee care and customer management programs that optimize their customer and employee relationships for a competitive advantage.

Convergys' world-class billing and customer care software is available to clients in either a licensed, build-operate-transfer (BOT) or outsourced arrangement. Infyns™, our modular and convergent business support system software, is geared towards the communications industry concentrated in the following verticals:

- Wireless
- Wireline
- Cable/Broadband/DBS

Convergys Employee Care has 20 years of experience developing and providing globally integrated HR management solutions for large multinational companies. Convergys Employee Care can help improve employee satisfaction and lower your overall HR expenses by providing:

- Payroll administration and processing
- Benefits administration
- Staffing and employment
- HR administration

- Learning services
- Defined benefits and defined contributions
- Compensation management
- Mergers and acquisitions

Additionally, we offer comprehensive customer care and contact center services, including:

- Customer acquisition and retention
- Advanced Speech Recognition (ASR)
- Onshore/nearshore/offshore services
- Web-enabled customer service
- Technical support
- Market research and knowledge management services
- Database marketing services
- Interactive customer services.

RECOGNITION

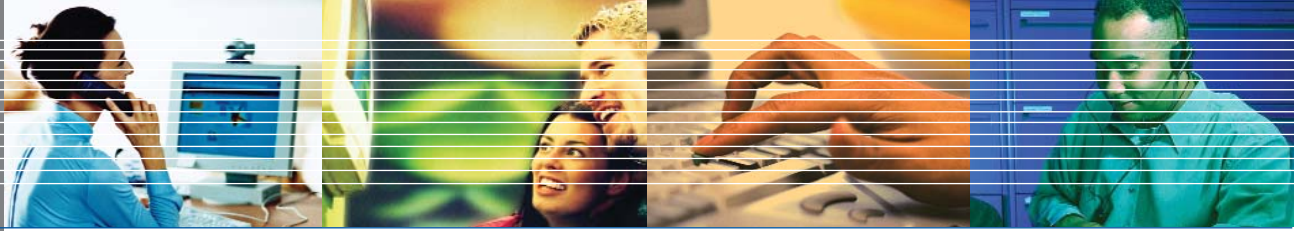
Among Convergys' most notable awards:

- Convergys won the "Best Integration Project" award as part of the third annual Billing World Excellence Awards at Telestrategies' Billing World 2003. Award applications addressed the implementation process, how client requirements were addressed, integration challenges and triumphs, third-party involvement, benchmarks, implementation time and how the solution improved the clients' operations.

The awards panel took note of Convergys' successful implementation of its ICOMS product to replace the three billing systems used by a leading facilities-based cable operator to support bundled voice, video and high-speed data services.

- *Business Week* magazine listed Convergys to its annual listing of the world's most valuable companies.
- *Call Center Magazine* bestowed Convergys with its Best Call Center of the Year award for 2003.
- *Customer Inter@ction Solutions* magazine recognized Convergys as the #1 Global Inbound contact center agency for four consecutive years and the #1 U.S. Domestic Inbound Teleservices Agency for six consecutive years.
- *Fortune* magazine cited Convergys as "One of the Most Admired Companies" in the United States for the fourth consecutive year. Convergys was the only billing and customer care company to make *Fortune's* list in 2002.





- *Forbes* magazine named Convergys to its Platinum 400 list of America's 400 best big companies for 2000, 2001 and 2002. Over 1,000 publicly traded businesses with at least \$1 billion in annual revenues were considered for the recognition.
- *World Telecom* magazine, a leading Portuguese monthly publication, named Convergys as the top outsourced billing company in Brazil. The magazine also recognized Convergys as one of the most important companies in the country's Operational and Business Support Systems (OSS/BSS) sector.
- Convergys and Audium won the People's Choice Award recognizing the winner of the first Speech Solutions CHALLENGE at SpeechTEK 2003.
- *BusinessWeek* magazine named Convergys to the InfoTech 200 list of the World's Best Performers, the magazine's annual listing of the best technology companies in the United States.

FINANCIAL PERFORMANCE

Convergys revenue for 2003 totaled \$2.28 billion. For the fourth quarter of 2003 Convergys posted the following financial results:

- Convergys' revenue increased five percent to \$594.5 million versus one year ago.
- Convergys' revenue increased four percent and diluted EPS increased six percent versus the third quarter.
- Customer Management Group revenue grew eight percent from last year's fourth quarter.
- The Information Management Group continued the successful introduction of its Infinys software with four additional contract announcements.

STRATEGIC ALLIANCES

Clients and potential clients recognize Convergys' commitment to growth through the strategic alliances we forge. These alliances strengthen our ability to deliver measurable value for our clients – value they can recognize in our competitive cost structure, our dedication to quality and the superior business results we help them generate. We've aligned with the following leading-edge companies to expand both the breadth and depth of our ability to support our clients:

Accenture
 Cap Gemini Ernst & Young
 Cramer Systems, Ltd.
 Granite Systems, Inc.
 HP
 IBM

Logica
 Par3
 RightNow Technologies
 Siebel eBusiness
 Sun Microsystems, Inc.
 Syndesis Ltd.
 Visage Mobile

CORPORATE HEADQUARTERS

CONVERGYS CORPORATE HEADQUARTERS
 201 East Fourth Street, Cincinnati, OH 45202
 TEL: +1 513 723 7000 FAX: +1 513 421 8624
 E-MAIL: marketing@convergys.com

CONVERGYS EUROPE, MIDDLE EAST & AFRICA HEADQUARTERS

Cambourne Business Park
 Cambourne Cambridge CB3 6DN UK
 TEL: +44 01223 705000 FAX: +44 01223 705001
 E-MAIL: europe@convergys.com

CONVERGYS ASIA PACIFIC

30 Cecil Street #11-08
 Prudential Tower Singapore 049712
 TEL: +65 6557 2277 FAX: +65 6557 2727
 E-MAIL: asia@convergys.com

CONVERGYS LATIN AMERICA

CENU - Av. das Nações Unidas,
 12.901 - 34 andar - Torre Norte
 CEP: 04578-000 - São Paulo - BRASIL
 Tel: +55 01151 021800 Fax: +55 01151 021911
 E-MAIL: convergys.brazil@convergys.com

CONTACT INFORMATION

For information on our products and services, please call:

1 800 344 3000	US
+1 513 458 1300	US
+65 6557 2277	APAC
+44 1223 705000	UK
+55 11 5102 1800	BR

©2004 Convergys Corporation. All rights reserved. 03.26.04. Convergys, the Convergys logo and Geneva are trademarks, and Atyls is a registered trademark of Convergys. All other trademarks and names are the property of their respective owners. Convergys refers to Convergys Corporation and its wholly owned subsidiaries.

www.convergys.com

CONVERGYS

FOR INFORMATION ON OUR PRODUCTS AND SERVICES, PLEASE CALL:

1 800 344 3000	United States
1 513 458 1300	United States
+44 1223 705000	United Kingdom
+65 6557 2277	Singapore
+55 11 5102 1800	Brazil

AM-060901-0014