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Symphony Services Positioned as a “Leader” in the Telecom Expense Management Magic Quadrant

Evaluation Based on Company’s Completeness of Vision and Ability to Execute

Palo Alto and Bangalore – Jan. 17, 2011 – [Symphony Services](#), a leader in software product engineering and outsourced managed services, today announced it has been positioned by [Gartner, Inc.](#) in the Leaders quadrant of the Telecom Expense Management Magic Quadrant, Worldwide 2010.*

Symphony Services supports a global roster of Telecom Expense Management (TEM) and Mobile Device Management (MDM) clients with its scalable [Software Management Solutions](#) (SMS) platform and services. Symphony Services’ award-winning product resources—and a global team of product development and managed service experts—combine to reduce clients’ customer service costs; improve global provisioning and asset management; and gain greater visibility of IT and telecommunications costs.

“We are very pleased to be included in the Leaders quadrant. We believe this to be a recognition by Gartner of our commitment to delivering the strongest global communications lifecycle management offering in the market today,” said Alan Harlan, President, Software Management Solutions, Symphony Services. “We will continue to leverage our worldwide resources and technology capabilities to deliver world-class wireless and fixed managed services, IT infrastructure and TEM lifecycle management.”

Symphony Services considers its position in the Magic Quadrant reflective of its reach and performance in the TEM and MDM sector. The company has built an effective, flexible Cloud-Based TEM system while continuing to invest in TEM/IT solutions to remain at the forefront as client needs evolve.

*Gartner, Inc. Magic Quadrant for Telecom Expense Management, Eric Goodness, Phillip Redman, December 20, 2010.

About the Magic Quadrant

The Magic Quadrant is copyrighted 2010 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

About Symphony Services

Symphony Services is a leader in software product engineering services. The company's innovative Engineering Outcome Certainty™ engagement model offers a strict metrics-driven approach, ensuring complete alignment with clients' business objectives. This methodology is proven to help clients achieve a range of goals, from improving product line revenue to raising client satisfaction, increasing product innovations and reducing time-to-market.

The company's 3,500 employees globally support over 1,200 product releases annually, helping clients drive unparalleled innovation while bringing predictability to costs, schedules and quality of the outsourced engineering process. Symphony Services' capabilities across the full Product Development Lifecycle maximize the ROI for client engineering organizations while delivering market-leading products in Telecom, Healthcare, Energy, Automotive, Consumer Electronics, Financial Services and Internet Commerce.

Symphony Services is headquartered in Palo Alto, Calif., with facilities in North America, India, Europe and China. For more information, please visit www.symphonysv.com.

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