

ASX ANNOUNCEMENT



3 July 2003

Telecom New Zealand and Hansen Technologies renew agreement to provide workforce management software

Hansen Technologies Limited, a listed information systems and services group today announced that its New Zealand subsidiary Hansen Corporation Ltd has renewed the contract to provide the workforce management solution, ResourcePro, to Telecom New Zealand (TNZ) under a perpetual licence. The anticipated value of the contract over the next 3 years is NZD 3 million.

TNZ is a principal supplier of a full range of Internet, data, voice, mobile and fixed line calling services for customers in New Zealand and Australia.

Through the contract renewal Hansen continues its association with TNZ, which dates back to 1999. ResourcePro provides automated staff scheduling, forecasting and improved management reporting.

ResourcePro has been an integral component of TNZ's extensive state-of-the-art call centres and will subsequently be expanded to support their ongoing call centre development strategy.

Andrew Hansen, CEO of Hansen Technologies said, "We are delighted by the opportunities this contract extension with TNZ will bring. ResourcePro provides the technological capabilities that TNZ requires to enable continued efficiencies and innovation to their call centres. We are committed to working with TNZ to enhance the current product benefits. We also recognise the opportunities to leverage our core billing solutions into this market."

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About Hansen

The Hansen Technologies Group is an information technology systems and services provider. It develops, integrates and supports billing system software for the utilities and telecommunications industries and also provides outsourcing and facilities management services. Founded in 1971, Hansen has offices in Australia, the United Kingdom and Europe, the United States and New Zealand. Its key clients include Telstra, AGL, TXU and British Telecom. It is listed on the ASX (company code HSN).

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