



Amdocs Delivers Rogers Integrated Customer Management Products

August 18, 2009

ST. LOUIS, Aug. 18 /PRNewswire-FirstCall/ -- Amdocs (NYSE: DOX), the leading provider of customer experience systems, today announced that Rogers Communications Inc., a diversified Canadian communications and media company, has upgraded its Amdocs customer management system to Amdocs CES 7.5. This deployment is the first step in a multi-year transformation project to support Rogers' quadruple-play offering with integrated Amdocs CES 7.5 products.

"Amdocs continues to play an important role in helping us deliver on key milestones to support our larger transformational initiatives," said Jerry Brace, chief information officer of Rogers Communications.

The new Amdocs customer management system will allow Rogers to provide a personalized customer experience and improve first-call resolution for wireless, cable and telephony customers across Canada. The system provides customer care agents with the necessary technology to maximize the value of each customer interaction while providing efficient service. The Amdocs customer management system is built on the Amdocs smart client framework, which offers improved performance and operational efficiencies that further reduce costs.

About Amdocs CES

Amdocs CES (customer experience systems) is an integrated portfolio that delivers the operating environment service providers need to transform from providers of utility voice, data and video services into purveyors of the digital lifestyle. Amdocs CES allows providers to deliver an optimal customer experience -- personalized, participatory and timely across any service, location and device. The Amdocs CES Portfolio leverages Amdocs business process best practices based on real-world scenarios, and transcends traditional business support systems (BSS), operational support systems (OSS) and service delivery platforms (SDPs) to enable service providers to address both current and emerging customer experience business processes. Amdocs' unique business model focuses on enabling its customers to create differentiation and build brand, loyalty, profitability and competitive leadership. Please visit www.amdocs.com/cesportfolio for more information.

About Amdocs

Amdocs is the market leader in customer experience systems innovation, enabling world-leading service providers to deliver an integrated, innovative and intentional customer experience(TM) at every point of service. Amdocs provides solutions that deliver customer experience excellence, combining the software, services and expertise to help its customers execute their strategies and achieve service, operational and financial excellence. A global company with revenue of \$3.16 billion in fiscal 2008, Amdocs has approximately 17,000 employees and serves customers in more than 50 countries around the world. For more information, visit Amdocs at www.amdocs.com.

Amdocs Forward-Looking Statement

This press release includes information that constitutes forward-looking statements made pursuant to the safe harbor provision of the Private Securities Litigation Reform Act of 1995, including statements about Amdocs' growth and business results in future quarters. Although we believe the expectations reflected in such forward-looking statements are based upon reasonable assumptions, we can give no assurance that our expectations will be obtained or that any deviations will not be material. Such statements involve risks and uncertainties that may cause future results to differ from those anticipated. These risks include, but are not limited to, the effects of general economic conditions, Amdocs' ability to grow in the business segments it serves, adverse effects of market competition, rapid technological shifts that may render the Company's products and services obsolete, potential loss of a major customer, our ability to develop long-term relationships with our customers, and risks associated with operating businesses in the international market. Amdocs may elect to update these forward-looking statements at some point in the future, however the Company specifically disclaims any obligation to do so. These and other risks are discussed at greater length in the Company's filings with the Securities and Exchange Commission, including in our Annual Report on Form 20-F for the fiscal year ended September 30, 2008, filed on December 8, 2008, and in our quarterly 6-K furnished on February 9, May 12, and August 10, 2009.

SOURCE Amdocs

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ST: Missouri, Canada

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