

IBM and Unilever Europe Win Top Outsourcing Excellence Award for Best BPO Relationship 2009

NEW YORK, NY – June 11, 2009 – IBM and Unilever today announced that a leading industry resource has named IBM and Unilever Europe the first-place winners of the Outsourcing Excellence Award for Best Business Process Outsourcing (BPO) in 2009. This is the highest honor that the Outsourcing Center bestows as part of its annual Outsourcing Excellence Awards program.

The Outsourcing Excellence Awards are Outsourcing Center's annual awards program, sponsored by Everest Group and Forbes. This program evaluates all nominated outsourcing relationships and publicly honors the most outstanding.

The "Best BPO" award recognizes "...the best use of BPO to achieve the buyer's objectives for process improvement while also achieving mutually beneficial business outcomes".

Signed in 2005, the Unilever Europe contract includes the outsourcing of significant parts of Unilever's financial transactional services to IBM. The agreement covers more than twenty European countries and is part of the One Unilever program, which aims to streamline the organization in order to increase competitiveness in the marketplace and step up growth.

"We are proud of our joint achievements over the past three years," said Christian Kaufmann, managing director, Finance Business Services Europe at Unilever and Jean-Stephane Payraudeau, Director and Senior Project Executive, IBM. "The successful partnership between IBM and Unilever Europe along with an ambitious transformation agenda will continue delivering significant and sustainable benefits for Unilever Europe."

IBM provides financial services including Purchase to Pay, General Accounting and Order to Cash and is delivered from IBM centers in India, Poland, Portugal and the Philippines. The agreement is on track to generate significant cost savings to Unilever throughout the contract, including anticipated cost savings that will contribute to the overall annual savings of the One Unilever program.

"Unilever Europe's success is a strong validation of IBM's FAO model and the decidedly joint approach to transformation that we try to implement with all of our clients," says Don Schulman, general manager, Global Finance and Administration, Managed Business Process Services for IBM.

This 2009 award is the second industry award recognition that IBM and Unilever Europe have received. In 2008, the relationship was recognized with FAO Research's Award of Distinction for outstanding achievement of finance and administration outsourcing (FAO) results.

To learn more about the Outsourcing Excellence awards, click on the following link:
<http://www.outsourcing-awards.com/>.

About Unilever

For more information about Unilever and its brands, please visit www.unilever.com.

About IBM

For more information, visit www.ibm.com/services/process

###

Media Contacts:

Bruce McConnell
IBM Corporation
(914) 766-4427
wmconn@us.ibm.com

Lucila Zambrano
Unilever
+44 20 7822 5354
lucila_zambrano@unilever.com