

Boise® Office Solutions Deploys Indura® OneSite™ To Ensure World-Class Online Service

Colorado Springs, CO -- 16 June 2003 - Indura Corporation, a leading global provider of eBusiness Customer Management software, in partnership with their partner, Encore Consulting Services, Inc., a leading Chicago-based software integrator, today announced that Boise® Office Solutions (*OfficeMax*), a premier multinational distributor of office supplies, technology, furniture and paper, has deployed Indura OneSite (*formerly ePerform*) to enhance Customer Service and increase Customer Satisfaction of the customers of their online services.

Boise Office Solutions is a leader in B2B e-commerce, currently offering over 400,000 office products to a wide range of companies worldwide. Boise has demonstrated its strong commitment to personalized customer service by implementing the Boise Service Standardsm, a comprehensive, ongoing initiative focused on enhancing the level of customer service through advancements in technology and training. As part of their ongoing commitment to deliver personalized and proactive service to their customers, Boise selected Indura OneSite to enhance customer satisfaction at their e-Commerce site.

Indura's OneSite solution provides Boise with real-time monitoring and measurement of the quality of service being delivered to each individual customer at their e-Commerce site. OneSite detects technical, application, and process issues that impact individual users as they try to complete web-enabled business processes at the site. OneSite provides real-time actionable insights to Boise Customer Support personnel enabling proactive remediation of customer problems. OneSite notifications include the complete context of the individual customer's session, the specific details of the issue, and the application and process context of the issue. Support personnel will have the ability to detect and correct customer problems much faster. OneSite also provides Boise's management with a quantified measurement of individual customer business activity at their site and the quality of service experienced by that customer.

"At Boise Office Solutions we are committed to delivering world-class service that translates to better overall value. Critical to achieving customer satisfaction is a total quality program. Indura OneSite provides us with real-time data that enables us to address customer issues rapidly and improve customer satisfaction", said Blake Moritz, Director of E-Commerce and Web Systems.

About Boise Office Solutions (www.boiseoffice.com)

Boise Office Solutions is a premier multinational distributor of office and technology products, office furniture and paper, with annual sales totaling \$3.5 billion. Boise Office Solutions reached domestic e-commerce sales of more than \$1 billion in 2002. The company, headquartered in Itasca, Ill., has customers ranging in size from small organizations to multinational corporations. Boise Office Solutions has operations throughout the United States, Australia, New Zealand, Canada and Mexico, and serves customers in Europe through a joint venture with Guilbert S.A. Boise Office Solutions is recognized for its outstanding commitment to customer service and is the recipient of Gartner Inc.'s inaugural CRM Excellence Award. Boise Office Solutions has demonstrated leadership in supporting minority- and women-owned business development since 1972. For more information, visit www.BoiseOffice.com .

Boise Office Solutions is a wholly owned subsidiary of Boise Cascade Corporation (NYSE: BCC - News). Boise delivers office, building, and paper solutions that help our customers manage productive offices and construct well-built homes -- two of the most important activities in our

society. Boise's 24,000 employees help people work more efficiently, build more effectively, and create new ways to meet business challenges. Boise also provides constructive solutions for environmental conservation by managing natural resources for the benefit of future generations. Boise had sales of \$7.4 billion in 2002.

About Indura (<http://www.indurasoft.com>)

Indura Corporation is the leading global provider of solutions that monitor, measure, and manage the experience of individual customers at B2B and B2C web portals. Indura OneSite provides online businesses with the ability to proactively respond to individual customers who are experiencing problems in using online services and resolve the issue. Indura also provides online businesses a quantified metric for online customer satisfaction that relies on the measurement of every individual online customer's web experience and detecting and reporting IT and Business Process issues that impact that customer. Indura is headquartered in Colorado Springs, Colorado and is privately held by its employees, consultants and select private investors. Indura's clients include several fortune 500 companies in the Financial and High-Tech industries. Indura Contact: Sunil Bhat, 719.264.0508 Ext. 111, sunil.bhat@indurasoft.com

About Encore Consulting Services (www.encore-c.com)

Encore Consulting Services, Inc. is based in Chicago, IL and is a full services IT consulting company that provides project management, software integration, e-commerce strategy, business process improvement, and web application development to primarily Fortune 100 and 500 clients. Most of Encore's work is performed under fixed-price contracts or under time-and-material contracts structured with firm deliverables and financial boundaries. Encore applies its PMTech disciplines as part of its Risk Managed Services (RMS) Model to guarantee results. Encore Contact: Peter Mauro, 312.304.0566 pmauro@encore-c.com

Indura is a registered trademark of Indura Corporation. Indura OneSite is a trademark of Indura Corporation. All other company and product names mentioned are property of their respective owners.