

NEWS RELEASE

For immediate release



WORLD HEADQUARTERS
100 BRANDYWINE BOULEVARD
NEWTOWN, PA 18940 USA
www.ictgroup.com

ICT GROUP MEDIA CONTACT:

ICT GROUP, INC.

Jackie Amendolari, 267-685-5018

jamendolari@ictgroup.com

ICT GROUP FINANCIAL MEDIA CONTACT:

BERNS COMMUNICATIONS GROUP, LLC

Michael McMullan, 212-994-4660

mmcmullan@bcg-pr.com

**ICT GROUP NAMED CONTACT CENTER SOLUTIONS VENDOR
BY U.S. GENERAL SERVICES ADMINISTRATION**

~ Contract Extends Company's Service Offering to Government Agencies and Departments ~

NEWTOWN, PA, JULY 28, 2004 – ICT GROUP, INC. (NASDAQ: ICTG), a leading global provider of customer management and business services solutions, announced today that it has been named one of the five vendors awarded a U.S. General Services Administration (GSA) contract to provide contact center solutions to government agencies and departments. The contract is for one year with four one-year options. The program has a funding capacity of \$150 million over the next five years.

Part of the USA Services initiative, the GSA contract provides government agencies and departments with a unique vehicle to purchase single or multi-dimensional contact center services, helping to make interactions with constituents easier, more productive and more cost-effective. This contract also acts as a re-compete for the GSA's National Contact Center (NCC) services vendor, which provides support for constituent telephone and e-mail requests such as general inquiries, services information, fulfillment and congressional inquiries.

“We are extremely pleased to be named one of the GSA's contact center services providers in this unique government venture,” commented John J. Brennan, Chairman and Chief Executive Officer of ICT GROUP. “This contract represents a significant opportunity for ICT GROUP to apply our customer service expertise and commercial best practices to aid the public in acquiring necessary information and services more efficiently and effectively.”

USA Services is one of the Bush Administration's E-Gov initiatives helping citizens to access government and federal services information. To develop this unique process for providing federal agencies with a choice of contact center service vendors, the GSA utilized its expertise in federal procurement management to reinforce the GSA's commitment to citizen-centric government.

ICT GROUP, headquartered in Newtown, Pa., is a leading global provider of customer management and business services solutions. The Company provides a comprehensive mix of customer care/retention,

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acquisition, up-selling/cross-selling, technical support, market research and database marketing as well as e-mail management, data entry/collections, claims processing and document management services, using its global network of contact center operations. ICT GROUP also provides interactive voice response (IVR) and advanced speech recognition solutions as well as hosted Customer Relationship Management (CRM) technologies, available for use by clients at their own in-house facility or on a co-sourced basis in conjunction with the Company's fully integrated contact center operations. To learn more about ICT GROUP, visit the Company's website at www.ictgroup.com.

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