

# **PRESS RELEASE**

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**For Immediate Release**

## **SYRES named as CCSS International Agent of 2001**

Gillingham, Kent, UK, March 2002 – Market leading IBM iSeries software developer, CCSS, has named the Netherlands based IT company, SYRES, as the CCSS International Agent of 2001. The official announcement was made during January's iSeries Global Technical Sales Forum, hosted by CCSS, from their worldwide headquarters in Kent. The forum workshops and educational sessions were presented to an international audience of agents and representatives including technical support staff and sales personnel from North America, China, Germany and the Netherlands.

Ray Wright, Managing Director for CCSS, presented the CCSS shield for outstanding achievement to SYRES Senior Partner, Robert Bosch (See Picture) and remarked on the qualities SYRES have shown over the past twelve months: "An outstanding agent should be defined by the relationships they build with their customers, rather than purely by the sales figures they generate. SYRES have shown the long-term value of nurturing customer relationships over the years, of really appreciating a customer's business needs and growth rate and offering solutions and ongoing support at that same rate. They thoroughly deserve the 'Agent of the Year' title; we are proud the SYRES name is so closely associated with the CCSS products in the Benelux region."

SYRES is the exclusive distributor for CCSS's iSeries systems management solutions in the Netherlands, Belgium and Luxembourg regions. The product suite is made up of QSystem Monitor, QMessage Monitor and QRemote Control. QSystem Monitor, the performance

monitoring and management solution provides users with a central view and control over their iSeries network. This highly functional product offers both real-time and historical performance and status data, for accurate, efficient management reporting. QMessage Monitor allows users to remain proactive by fully automating message management across a busy iSeries network. Users benefit from the advanced filtering and escalation procedures allowing them to focus on resolving critical messages that pose a threat to the system. The third solution in the CCSS systems management suite is QRemote Control. This innovative solution provides two-way interactive, remote management of multiple iSeries machines through SMS messaging technology.

SYRES and CCSS have worked closely over the last eight years to identify key customers in the Benelux market. Like other CCSS direct sales and agent-operated offices from around the world, SYRES has attracted a number of globally renowned, industry leading names such as ABN Amro and Mexx. Customers from a diverse range of industries including banking, pharmaceuticals, aviation, insurance, food & beverage and computing, have sought SYRES's experience and expertise of the iSeries market to help them implement the right solution across a demanding network. SYRES maintain these key accounts by providing the highest level of direct technical support through their services division whilst new sales and upgrades are met via the ongoing account management of SYRES sales personnel.

CCSS is a fully accredited IBM Advanced Business Partner and solutions from their product suite are recognised and recommended by the IBM iSeries Systems Management Partner Group.

For more information about this press release please contact Greer Hahn: [news@ccssltd.com](mailto:news@ccssltd.com)

CCSS(Europe) Ltd 6 The Courtyard Gillingham Business Park Gillingham Kent ME8 0NZ England.  
Tel: +44 (0) 1634 370 444 Fax: +44 (0) 1634 370 555  
Email: [info@ccssltd.com](mailto:info@ccssltd.com) Web site: [www.ccssltd.com](http://www.ccssltd.com)

CCSS (USA) Corporation 3737 Glenwood Avenue Suite 100 Raleigh NC 27612 USA  
Tel: +1 919.573.6126 Fax: +1 919.573.6026  
Email: [us.sales@ccssltd.com](mailto:us.sales@ccssltd.com) Web site: [www.ccssltd.com](http://www.ccssltd.com)