

PRESS RELEASE

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For Immediate Release**

North American Market Share Growth Prompts New CCSS Appointments

Gillingham, Kent, UK, January 2004 – The first of a series of new strategic appointments has been announced by CCSS, a leading IBM eServer iSeries software developer. Joining the existing USA sales force, Dawn Birdsell will be based at the CCSS USA headquarters in Raleigh, North Carolina, where her role as a North American Account Manager will help the CCSS brand to sustain new gains made in the competitive US market over the last two years.

Dawn brings over six years of technical sales experience to the role and her valuable expertise in e-commerce and CRM has allowed her to hone her instincts in readily identifying both problems experienced by operators on a daily basis and the financial objectives of executives at large organisations. Dawn says, “It’s an exciting time for the company as we’re in a position to build on past successes and cover substantial new ground. Existing customers will benefit from greater attention to their ongoing development needs and the fact that we now have resources based in the Mid West as well means we are available to them across several time zones.”

Dawn will also tackle new business opportunities from the North Carolina HQ where she has the back up and resources of a full technical support division. Dawn believes the CCSS philosophy to product development is a vital factor in securing new business, “When looking for a new solution, customers are under increasing pressure to ensure that the product not

only satisfies on a technical level, but also adds value to multiple sectors of the business. The expectations are considerable and a solution that stands out from the crowd is one that can deliver technically, financially and comes with the reassurance that each new customer enters a developer relationship with the company – the future of the solutions is very much in their hands. Customers become front line advisors in a sense, they know best how to take solutions forward in the real world and solution vendors like CCSS who are willing to reinvest in these needs are really the ones that will dominate as exceptional leading brands.”

The CCSS range of solutions, QSystem Monitor, QMessage Monitor and QRemote Control, tackle the most vital areas of systems management including performance monitoring and reporting, message escalation and management and cell phone operated, two-way remote management of critical system factors.

As well as direct Headquarters in the UK, US and Germany, CCSS supports a worldwide agent network program that sells CCSS software across the Nordic countries, Benelux, Portugal, Brazil, Indonesia and China. All CCSS products are IBM eServer iSeries ‘ServerProven’ Solutions.

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