

PRESS RELEASE

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For Immediate Release**

New QMessage Monitor Escalation Feature Cuts Peak Time Paging Costs

Gillingham, Kent, UK, February 2004 – The latest release of QMessage Monitor, the real-time message management solution from iSeries systems management developer, CCSS, now offers a new customer driven feature within the escalation procedures function that will allow companies to make significant savings by choosing between a number of communications devices according to personnel availability and pager tariff time bands.

Ordinarily, escalation procedures are instigated when a critical message is unanswered for a defined period of time. In this scenario, the message is sent onto select personnel in a defined sequence via a single communication option be it email, pager or mobile phone. The extended functionality now available in QMessage Monitor's Escalation Users Maintenance Screen (see Picture 1) allows processing for multiple communications methods. This information is correlated to personnel availability taking into account shift patterns, weekends and holidays through the Calendar Processing feature. By adjusting the preferred communication method according to off-peak tariffs, companies can enjoy significant savings without ever compromising the answering ability of critical messages. For example, a critical storage condition left unanswered may be sent to the pager of User A during the off-peak time, or to his email during peak-time. Alternatively, it could be sent to User B who's pager company supports a much lower tariff during peak time than User A's pager company. The cumulative effect over a year period could bring substantial fiscal reward to the organisation as a whole.

Another enhancement within the Escalation Procedure set up, offers ‘pager chase’ ability where a user who may not be linked into the Calendar Processing schedule needs to be contacted urgently. In this case historical records are scanned to see the method of communication last used to successfully contact the individual and will immediately opt for that communication device as the first preferred attempt before trying other options assigned to the individual.

The escalation procedures extensive functionality is just one of many elements that make up QMessage Monitor. Product Manager, Paul Ratchford, believes the customer driven development of the solution reflects the challenges faced by real world users, “There is no better driver to a solution’s development path than the feedback from customers. This latest enhancement is a good example of how important financial considerations are in iSeries environments today. Organisations are looking to every sector of their business to add value and reduce costs without compromising productivity or the functionality they depend on.”

All CCSS products are IBM iSeries eServer ‘ServerProven’ solutions. The company has headquarters and technical support teams in UK, USA and Germany and works with a global agent network to help leading organisations to manage their iSeries systems.

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