

PRESS RELEASE

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For Immediate Release

QRemote Control V2 Switched On To The Benefits Of Remote iSeries Management

Gillingham, Kent, UK, August 2004 – CCSS announces the latest release (Version 2) of their remote systems management solution QRemote Control. The solution has already caught the attention of Systems Managers looking for greater flexibility beyond the bounds of geography and shift patterns without compromising increasingly stringent security protocols and the need to manage high availability systems and 24/7 operating environments.

QRemote Control is built on interactive, wireless SMS messaging technology that allows users to access data, run commands and programs as well as receive, acknowledge, reply and forward messages sent directly from the iSeries. In short, the technology puts the power to manage the system directly into the palm of the users' hand, making their mobile phone as significant a tool in managing the system as the PC console or laptop computer. By liberating users from the time-consuming and static restrictions of other devices, their time can be spent more productively. It has proved especially useful to shops operating 'on-call' shift patterns as resolving problems can be executed immediately, from any location, via the mobile phone.

New features of Version 2 include the ability to run QRemote Control as a Windows Service. This allows the product to run unsupervised and auto restart when the PC is rebooted unsupervised, as there is no need for the PC to be logged on. Also new to V2 is an in-built SMTP client. Now users

can send mail to any email server that supports the Internet standard, including Lotus Notes. iSeries shops looking to comply with comprehensive audit objectives will appreciate the QRemote Control generated trail provided through the latest version of QMessage Monitor (V6). Together the two products work to ensure the highest levels of security are implemented and maintained. Only users with pre-defined authorisation access are able to receive, respond and reply to specific messages, ensuring sensitive messages can never be seen or answered by unauthorised personnel.

Managing Director of CCSS, Ray Wright, explains why QRemote Control is such a seemingly intuitive product, “In our everyday lives we are increasingly relying on devices like our mobile phones not just to communicate directly with other people from any location, but to send and receive an incredible variety of information – products like QRemote Control are making the transition from what we regard as a luxury to what we consider a necessity. Managers may be juggling a number of roles that means they are on the road, in meetings or away from the desk – there’s simply no reason to miss a critical system message when we have the technology to respond to a more flexible working lifestyle.”

QRemote Control is currently being used by some of the world’s leading banks and manufacturing companies. It forms part of a trilogy of core systems management solutions from iSeries software developer and IBM Business Partner, CCSS.

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