

# **PRESS RELEASE**

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For Immediate Release**

## **Technical Support Boost for North American CCSS Customers**

Gillingham, Kent, UK, March 2004 – CCSS announces another new strategic appointment following expansion to their North American division, CCSS (USA) Corp. David Henderson joins the existing technical support team and will focus on pre and post sales support for CCSS's expanding customer base.

Significant new business wins across North America has led to increased market share for the Company's IBM eServer iSeries systems management solutions and subsequently accelerated the Company's expansion plans in the region. Managing Director, Ray Wright, believes a reputation for excellent ongoing support, from trouble-shooting to bespoke product development, has been a driving force in securing new customers: "In today's market, technical support has become the keystone to managing successful customer relations and increasingly, attracting new customers. Modern commerce has seen the dependence on technology grow year on year – technology solution providers will always be judged not only by their product offerings, but increasingly, by the level of support they're able to provide customers for many years to come."

David brings over ten years of iSeries developer, operational and technical support expertise to his new position and has extensive experience of issues particular to iSeries networks within the financial industries. Existing US customers will greatly benefit from the

additional resources available to them. David explains, “The greatest interaction between vendor and customer is through technical support services. CCSS is a company that really stands out in the iSeries marketplace because of their approach to this important relationship. We see it as an opportunity to give the customer real value – the attention to detail and in-depth knowledge of each of our customers’ network demands and objectives means they can benefit from a more personal service – what’s more, we’re in a position to anticipate and prepare for forthcoming issues from server consolidation or interfacing into new enterprise technologies to the Sarbanes-Oxley requirements.”

CCSS’s suite of systems management products includes QSystem Monitor, dedicated to performance monitoring and reporting, QMessage Monitor, which tackles centralised message escalation and management across iSeries networks, and QRemote Control, a real-time remote systems management solution that allows users to respond to critical messages via their mobile phones.

CCSS is a full IBM Business Partner; QSystem Monitor, QMessage Monitor and QRemote Control are IBM ‘ServerProven’ solutions for the iSeries. CCSS has headquarters in USA, UK and Germany and is supported in other global territories via their agent network.

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