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## **MEDIA RELEASE**

### **Transportation and Logistics Giant Con-Way Chooses CCSS to Add Value to Systems Management**

**June 20, 2007** – **CCSS**, the systems management specialist, has been selected by Con-Way Inc to support daily operations on their IBM iSeries platform. The iSeries forms part of Con-Way's larger technology environment and together with their approach to innovation and management, has contributed to their commercial success and recognition as one of 'America's Most Admired Companies'.\*

Con-Way's \$4.2 billion global enterprise serves in excess of 400,000 customers and employs over 20,000 people. The technology embraced by the company supports the corporate vision of providing excellent service to customers, efficient operations, employee satisfaction and superior return on shareholder investment. Each solution, platform and component has a part to play in fulfilling this criteria and ensuring that the company's freight transportation and logistics system operations run smoothly and consistently.

CCSS's QSystem Monitor solution monitors the performance of their iSeries network for optimal operating conditions and brings a new level of visibility to the team that manage it. Stephen Wilks, Senior System Programmer/iSeries Administrator for Con-Way explains some of the key benefits of implementing the solution:

"We run a Transportation Management System (TMS) on the iSeries and as part of that, have Service Level Agreements which must be upheld. If we encountered a significant problem on the iSeries and were unable to resolve it quickly, it could breach those agreements and that would mean disruption to our operations and possible revenue losses for every minute the system was down. That's just not an option. QSystem Monitor alerts us to potential problems before they have a chance to grow to a threatening level."

Wilks also cites the extensive automation in QSystem Monitor as a major benefit. His job responsibilities include frequent meetings so any problems that do occur are immediately identified for fast resolution, Wilks says, "It really saves time; there's no digging around trying to find out if something is a problem and why – it's all right in front of you. We don't need to constantly monitor the systems physically, that is a job we can automate, which makes it efficient for us to manage the systems. The heightened visibility of any potential problems allows us to execute an immediate response."



Wilks also uses QSystem Monitor's Job Accounting feature to understand the resource demands of their existing customers which becomes an effective way to scale and price for similar use by new customers. The main theme of 'doing more with less' resounds in the Con-Way approach to systems management. By looking for additional value in each area of their operations, including their system management innovations, the company is able to pass on the benefits of increased efficiency to their customers.

In the competitive logistics market, Con-Way services their blue-chip customers' requirements for tracking and shipment of parts and components by providing a robust and stable systems environment. As an essential, trusted service provider to these companies, Con-Way becomes responsible for not only upholding their own high standards of service, but also those of their customers. Their approach to systems management and the solutions they choose to support them in their technology vision are testament to the commitment to quality that for Con-Way, begins from the inside out.

\*Con-way Ranked No. 1 in Transportation and Logistics on FORTUNE'S 2007 List of "America's Most Admired Companies"

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#### **About CCSS**

CCSS develops, supports and markets IBM System i performance monitoring and reporting, message management and remote management solutions. An Advanced IBM Business Partner, CCSS develops powerful solutions to support some of the world's most demanding System i environments across many industries including insurance, banking, pharmaceutical and manufacturing. All CCSS solutions are IBM ServerProven and qualify for IBM's ServerProven rebate program.

Existing customers that rely on CCSS's feature-rich solutions include leading organisations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, Siemens Medical, RWE npower and Waterstone's.

CCSS is headquartered in Gillingham, Kent, UK with key regional headquarters in Raleigh, North Carolina, USA; Bonn, Germany and Makati City, Philippines together with a global agent network spanning Portugal, Brazil, the Netherlands and Sweden.

[www.ccssltd.com](http://www.ccssltd.com)

**About Con-Way**

Con-way Inc. (NYSE:CNW) is a \$4.2 billion freight transportation and logistics services company headquartered in San Mateo, Calif. Named FORTUNE magazine's "Most Admired Company" in transportation and logistics for 2007, Con-way delivers industry-leading services through three primary operating companies: Con-way Freight, Con-way Truckload Services and Menlo Worldwide. These operating units provide high-performance, day-definite less-than-truckload, full truckload and intermodal freight transportation, as well as logistics, warehousing and supply chain management services, and trailer manufacturing. Con-way Inc. and its subsidiaries operate from more than 500 locations across North America and in 20 countries. For more information about Con-way, visit us on the Web at [www.con-way.com](http://www.con-way.com).

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