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**SINGLE SOURCE INTRODUCES NEW ADVANCED QUOTE MANAGEMENT (AQM)<sup>™</sup> SOFTWARE TO SIGNIFICANTLY STEAMLINER QUOTING FUNCTIONALITY IN ITS FLAGSHIP SOFTWARE – SERVICE MANAGEMENT PLUS (SM-PLUS)<sup>™</sup>**

Indianapolis, IN – (December 1, 2008) – Single Source Systems, Inc. announced the recent release of its latest product offering, Advanced Quote Management (AQM)<sup>™</sup>, to integrate with the organization’s service management software – Service Management Plus (SM-Plus)<sup>™</sup>.

AQM, integrated with SM-Plus, allows direct and indirect channel sales to quickly develop detailed, accurate quotes and installation orders while at their desk or at a customer’s location. Utilizing an intelligent rules-based quoting engine, AQM ensures a valid set of product and service costs are selected, allowing an error-free quote to convert to an installation or service order and flow smoothly through the system. AQM improves the entire product/service selection and quoting function to enhance productivity, quote accuracy, and—most importantly—customer satisfaction.

Automated Quote Management will:

- Reduce engineering time required to maintain product, service, and pricing changes
- Enable guided feature selection by sales personnel during the quotation process
- Ensure product and service definition and consistency
- Allow internal and external sales channels to easily navigate through complex product or service definitions and configure a product and service quote with confidence
- Streamline the quote-to-install or quote-to-service cycle
- Improve cash flow by reducing costly quoting mistakes and decreasing the quote-to-cash cycle

SM-Plus is an integrated information system that manages and maintains both company-owned and customer-owned assets. SM-Plus provides highly functional service business process support, including incident tracking, scheduling and dispatch, wireless mobile field service, work order management and service contracts. All functions seamlessly integrate to the inherent back-office financials, inventory, purchasing and management reporting functionality of SM-Plus—meeting the needs of an entire service organization.

(More)

“At the end of the day it’s all about having satisfied customers—giving them exactly what they order—without error. AQM can help do just that—increase customer satisfaction. By streamlining the quoting and order fulfillment processes, AQM improves the entire quote-to-install or quote-to-service process. It enhances productivity and ensures quote and order accuracy; eliminating service, product component, and feature selection errors. With AQM in place, organizations put themselves in a position to work more efficiently with less error ratio, raising performance levels to a new high,” stated Tony Petrucciani, CEO, Single Source.

**About Single Source Systems, Inc.**

For companies that manufacture, sell, install or service technical or industrial products, Single Source is the solution partner of choice. In addition to developing and supporting service management software for over 450 customers worldwide, Single Source focuses on the total success of their customers – making their businesses easier to manage internally and externally by making it easier for their customers, dealers and suppliers to do business with them. Since 1985, the Company has developed, marketed and supported a powerful line of business software applications including integrated service management systems, ERP extensions, web portals, mobile workforce applications, interface connectivity products and custom developed solutions. Single Source, a Microsoft Gold Certified Independent Software Vendor (ISV), is a two–time winner of the prestigious Inc. 500 fastest growing, privately–held companies in America. For more information about Single Source, visit [www.singlesrc.com](http://www.singlesrc.com).

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