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**Aberdeen Group Taps Komax USA Winner Of Prestigious “Process Excellence” Award
During The 2009 Chief Service Officers Summit**

Boston, MA—October 9, 2009—Aberdeen Group announced yesterday at the Service Management Achievement Awards dinner that Komax USA is the recipient of the 2009 Process Excellence Award, recognizing its demonstration of “process ingenuity, agility, flexibility and scalability to address evolving business requirements”.

Single Source Systems, Inc., whose software solution enabled Komax to reach such high performance achievements, was also recognized at the Awards dinner, hosted by Aberdeen Group. Single Source develops software solutions which allow service-focused companies to manage their service operation—as well as their entire business organization—with maximum efficiency, productivity and profitability.

Komax, with headquarters near Lucerne Switzerland, is one of the leading providers of wire-processing systems and assembly automation equipment. Komax USA, a Single Source customer since 2002, utilizes the Single Source business solution, Service Management-Plus (SM-Plus) Connect, to provide a smooth flow of information throughout the company, from service to financials. Komax relies on SM-Plus to maintain critical assets, track and monitor Key Performance Indicators (KPIs), schedule/dispatch field service technicians, manage service calls, track critical customer/machine-related incidents and warranty information as well as track billable and non-billable service hours.

Bill Pollock, Vice President and Senior Analyst for Aberdeen Group, presented the award at the Seaport Hotel and Conference Center during the three-day Summit which approximately 150 top executives of world-class service organizations attended. Pollock is highly respected as one of the foremost authorities on the Service Management industry, while Aberdeen Group is recognized as an authoritative publisher of research findings, analytical reports, white papers and educational resources for the service and technical business communities.

“Receiving this award from Aberdeen is really an honor and an important reaffirmation that Komax USA’s strategy for continual process improvement is in alignment with top analysts’ view of Best-in-Class practices,” said Chris von Ehrenkrook, IT Manager for the North American Komax organization.

“It has been an exciting, rewarding experience to work with Komax USA on their expanding use of our software solutions to achieve impressive results in productivity and profitability,” commented Tony Petrucciani, CEO for Single Source Systems and the developer of SM-Plus Connect—the system Komax utilizes to manage its service operation.

About Komax USA

Komax, founded in 1975, is one of the world’s leading providers of wire-processing systems and assembly automation equipment. Headquartered in Dierikon, near Lucerne, Switzerland, the company offers a full product palette, ranging from cutting and stripping machines to complex, fully automated manufacture of wire harnesses. Today, Komax offers assembly and testing processes that go far beyond pure wire-harness processing. Its primary markets are large tier-one automotive suppliers as well as the household appliance, office equipment, telecommunications, medical technology, solar energy, and IT sectors.

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 500 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

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