



FOR IMMEDIATE RELEASE

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**SINGLE SOURCE SYSTEMS, INC. ANNOUNCES RELEASE OF SM-PLUS ENTERPRISE™ v3.10
SERVICE MANAGEMENT SOFTWARE**

New Features Will Heighten Service Operation Performance And Increase Profit Center Margins

Indianapolis, IN – March 24, 2009 – Single Source Systems, Inc., a leading developer of service management software solutions, has released a new version of its SM-Plus Enterprise™ service business software for use by product service and support organizations, independent service companies and service-intensive distribution organizations worldwide. Built on a flexible Microsoft-based technology architecture and compatible with both Microsoft Vista™ and Microsoft SQL 2005™, the new SM-Plus Enterprise v3.10 will provide added convenience, time-saving mechanisms and enhanced product capabilities for end users. Organizations who rely on their service operation for a significant portion of bottom-line profit will find that the v3.10 enhancements will heighten levels of performance and increase operating efficiencies.

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, warranty and also service contract management. All functions seamlessly integrate to the inherent back-office financials, inventory, purchasing and management reporting functionality of SM-Plus Enterprise – meeting the requirements of an entire service organization.

Some of the notable new features and functional enhancements in SM-Plus v3.10 include:

- General User Interface – provides new graph/chart/tree components as well as larger display of key Customer, Service Order, Incident and Unit forms allowing for easier user visibility to all related data; offers user embellished grid and personal preference selections such as font, language, and color within a cell of the grid or through the Setting Window allowing users screen/form customization

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- Parts Fulfillment – enables the service department to immediately see when missing service order parts have been received and are available in inventory, allowing for ease of technician re-assignment and alleviating additional delays, expediting service completion
- Enhanced Scheduling – allows user to view scheduling information and gives the user the ability to personalize the appointment and other scheduling forms
- Multiple Appointment Management – provides managers the ability to move existing team/group appointments as a single unit instead of by individual member; reference-driven functionality allows multiple appointments for the same Service Order to be moved forward or backward as a group, creating time-saving efficiencies for re-schedules
- Application Event System – enhanced user-defined workflow functionality enables user to invoke activities triggered by events occurring system-wide within SM-Plus, allowing user to immediately notify others of data changes, request approval from another user(s) or automate transaction posting
- Credit Card Interface Solution – enhanced credit card functionality allows users to accept credit card payments. Designed to work with Hypercom’s Smart Payments solution
- Invoice Reverse Utility & Number Prefix and Reservation – provides user the ability to negate an error-generated Order Invoice with the various credit options
- Accounts Receivable “Use Tax” Support – supports cost-based “Use Tax” for SM-Plus Sales and Orders allowing for either price or cost as the configured tax basis

“We have waited with anticipation as our product development team put the finishing enhancement touches on SM-Plus Enterprise v3.10. We are excited to announce its release and availability to the Service Business community.” commented Tony Petrucciani, Single Source CEO. The findings our nationally recognized research groups have fed back to us so far in 2009 forecast a strong year of growth in the service sector. Subsequently, we wanted to provide some significant functionality features to our Service Management solution–SM-Plus–to introduce to those service-centric business organizations out there looking to capture additional shares in their own marketplaces by not only improving and streamlining the efficiencies in their current service operations, but take a bigger piece of the profit pie that service can offer.”

Additional products and versions supported by SM-Plus Enterprise v3.10 are:

- Executive Dashboard™ v8.0
- Credit Card Interface™ v8.0
- Payroll Interface™ v1.0
- SM-Plus Mobile™ v3.1
- SM-Plus Web™ v2.10

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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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