



**FOR IMMEDIATE RELEASE**

Contact:

Nicki Warye

Single Source Systems, Inc.

513.583.5825

[nicwar@singlesrc.com](mailto:nicwar@singlesrc.com)

**SINGLE SOURCE SYSTEMS, INC. ANNOUNCES RELEASE OF NEW SM-PLUS ENTERPRISE/CONNECT™  
v3.20 SERVICE MANAGEMENT SOFTWARE**

***New Features Will Help Businesses Drive Service Revenues in 2010 By Streamlining Processes,  
Expanding Functionality, Enabling Company-wide Proactive Strategies and Performance Improvement***

Indianapolis, IN – October 29, 2009 – Single Source Systems, Inc., a leading developer of service management software solutions, announces the release of its SM-Plus Enterprise™ and Connect™ v 3.20 service business software. SM-Plus is designed for use by product service and support organizations, independent service companies and service-intensive distribution organizations worldwide. Built on the industry leading Microsoft .Net-based architecture, the latest v3.20 version of SM-Plus will provide added convenience, time-saving mechanisms and enhanced product capabilities for end users. Businesses who rely on their service operation for a significant portion of top-line revenue and want to begin to significantly increase performance levels will find that the v3.20 enhancements will boost levels of performance and increase operating efficiencies.

SM-Plus is an integrated information system that manages the business of installing and maintaining 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 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 more notable highlights and new functional enhancements in SM-Plus v3.20 include:

- Customer Relationship Management (CRM) – enables sales departments to maintain and build revenue-generating relationships; companies can strategically pursue new business by planning and implementing marketing campaigns and then monitoring the effectiveness of all lead generation activities helping companies keep the pipeline flowing and the sales cycle moving

(MORE)

- Data Views and Ad hoc Report Writing – allows users to easily drill down into details and slice/dice data in order to easily generate and analyze real-time reports to identify any trouble areas early; gives users proactive information power
- Role-based Dashboards/WorkBenches – help employees manage their day more effectively with one-screen access to most-used data; allows for continuous monitoring of critical KPIs through easy-to-read and customizable gauges
- Mobile GPS Tracking – enables Scheduling/Dispatch personnel the ability to view current and historical coordinates of service vehicles; assists with last minute emergency or re-rerouting changes; provides service order productivity analysis, billing verification and required performance audits
- Extended Search Database – allows user to quickly perform complete system database review through keyword entry, eliminating costly time spent on “search and hunt”

“SM-Plus Enterprise v3.20 has been in the development stage for sometime. There was a lot of thought put into what enhancements we should include in this version. Of course, we always listen first to our customers’ needs in order to provide a more solid solution to better their businesses. We also talk with the nationally recognized analyst teams we work with and take into consideration the research information they have obtained through their studies on general marketplace trends and areas of growing interest to the service sector. This guides our decision in how we move our products forward to meet the demands of all service-centric organizations in our marketplace.” commented 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 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](http://www.singlesrc.com).