



NEW RELEASE

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SINGLE SOURCE SYSTEMS UNDERWRITES LATEST ABERDEEN GROUP REPORT “THE STATE OF SERVICE MANAGEMENT: FORECAST FOR 2010”

*Single Source Supports Endorsement of Managing Service Strategically;
Guides Best-in-Class Firms To Enriched Customer Satisfaction and Higher Profit Margin Achievables*

Indianapolis, IN – November 10, 2009 – Single Source Systems, Inc. has underwritten and endorsed the latest Aberdeen Group benchmark report: “The State of Service Management: Forecast For 2010”. As a provider of service management solutions for 25 years, Single Source has watched Best-in-Class organizations elevate the role of their service to a strategic undertaking—leading to higher levels of service revenue generation, improved customer satisfaction and retention performance, resulting in greater contributions of service to the corporate bottom line.

Single Source wholly acknowledges and further encourages top performing organizations to turn toward multiple service delivery channels to meet the needs of their customers. Single Source has observed that forward-thinking companies have rejected the traditional “sit back and wait” approach to service and instead, are moving forward to a more proactive and forward, integrated approach that includes managing resources, partners, contracts and customers with a more well-defined focus aligned directly to service organizational goals and objectives.

The latest Aberdeen report on “The State of Service Management: Forecast For 2010” also re-affirms and validates Single Source’s position—to educate service organizations on how to strategically manage and enable the service side of their businesses leveraging pertinent service performance metrics in order to attain higher levels of customer satisfaction, retention, service profit margin and year-over-year workforce productivity improvement.

Single Source endorses all of the “The State of Service Management: Forecast For 2010” research findings; and statistics on what Best-in-Class firms are significantly experiencing by re-modeling their service strategies:

95% customer satisfaction rate

93% customer retention rate

34% annual service profit margin

25% workforce productivity increase over the last 12 months

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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.

“Single Source Systems has been enabling leading Service Organizations to generate higher profit margins and happier Customers for years.” added Bill Pollock, Vice President and Principal Analyst of the Service Management Practice at Aberdeen Group. “The Single Source solution provides its key functionalities required by leading service organizations, as a direct result of the complete package provided by SM-Plus.”, continued Mr. Pollock. Aberdeen Group, recently awarded Komax, a longtime Single Source Customer, the *Process Excellence Award* at the recent Chief Service Officer’s Summit. After a lengthy evaluation process by Aberdeen, Komax won the *Process Excellence Award* as a result of being the leading Enterprise that has demonstrated process ingenuity, agility, flexibility, and scalability to address evolving business requirements.

“It is imperative that businesses that want to move to Best-in-Class stature, or organizations that are already acknowledged as Best-in-Class, continue to review, improve and validate every aspect of their service operation. It is a misnomer that service just transparently falls into place; this is what occurs when businesses do not progress past viewing their traditional service operation as a cost center. We were pleased that Komax won the *Process Excellence Award* at the CSO Summit; a testament we feel that organizations must look beyond the technology to truly become a profit center. We feel that in order for Service organizations to realize service profitability and high levels of customer satisfaction, companies need to adopt new ways of thinking, looking at and improving service functionality. “The State of Service Management: Forecast For 2010” report recently released by Aberdeen—and which Single Source wholly supports—provides great insight on how Best-in-Class organizations are attaining market dominance by moving their service organizations to revenue-generating, value-enhancing profit centers,” said Tony Petrucciani, CEO of Single Source.

To receive a complimentary copy of the Aberdeen Group Report: “The State of Service Management: Forecast For 2010”, courtesy of Single Source Systems, please visit:
<http://www.aberdeen.com/link/sponsor.asp?spid=30410158&cid=5997>.

About Aberdeen Group, a Harte-Hanks Company

Aberdeen is a leading provider of fact-based research and market intelligence that delivers demonstrable results. Having benchmarked more than 30,000 companies in the past two years, Aberdeen is uniquely positioned to educate users to action: driving market awareness, creating demand, enabling sales, and delivering meaningful return-on-investment analysis. As the trusted advisor to the global technology markets, corporations turn to Aberdeen™ for insights that drive decisions. As a Harte-Hanks Company, Aberdeen plays a key role of putting content in context for

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the global direct and targeted marketing company. Aberdeen's analytical and independent view of the "customer optimization" process of Harte-Hanks (Information – Opportunity – Insight – Engagement – Interaction) extends the client value and accentuates the strategic role Harte-Hanks brings to the market. For additional information, visit Aberdeen <http://www.aberdeen.com> or call (617) 723-7890, or to learn more about Harte-Hanks, call (800) 456-9748 or go to <http://www.harte-hanks.com>.

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 600 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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