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**SINGLE SOURCE SYSTEMS, ABERDEEN GROUP TEAM UP ON SERVICE MANAGEMENT BENCHMARKING AND ASSESSMENT TOOL: AN INDUSTRY FIRST**

Indianapolis, IN -- 02/23/10 -- Single Source Systems, Inc., a leading developer of service management software solutions, today announced the availability of the Services Industry first interactive assessment and benchmarking tool, completed in partnership with Aberdeen Group, a Harte-Hanks Company (NYSE: HHS). The Single Source Systems Service Management Assessment Tool is designed to help end-user organizations manage their service operations as a strategic line of business and profit center as well as to offer personalized recommendations for improving service performance.

Aberdeen's online assessment tools leverage the findings from Aberdeen's benchmark research methodology, which evaluates the business pressures, strategic actions, current capabilities, and current use of enabling technologies that together describe an organization's approach to a specific business process. Based on selected performance metrics, Aberdeen produces a standard competitive framework such that all companies participating in the benchmark study fall into one of three maturity classes: Best-in-Class (top 20%), Industry Average (middle 50%) or Laggards (bottom 30%).

With The Service Management Assessment Tool, each individual respondent answers a series of questions, and is then provided with a personalized assessment of whether they are most like the Best-in-Class, Industry Average, or Laggards based on Aberdeen's prior benchmark research. The Assessment then offers recommended actions they should take to improve their service operations performance along several key performance criteria. Recent Aberdeen Research suggests the primary Key Performance Indicators that Best-In-Class service organizations should be watchful of include workforce productivity, service profitability, asset uptime and customer satisfaction.

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"In 2010, Single Source Systems will be celebrating its 25th Anniversary," said Tony Petrucciani, CEO, Single Source. "To recognize this important milestone, we have joined forces with Aberdeen to promote the availability of the Service Management Assessment Tool. We look forward to helping the service industry as a whole--as we do our 600 plus global customers--realize the opportunities existing in their service business." Single Source has many champion customer users--including Komax USA--who Aberdeen awarded the prestigious Process Excellence Award in 2009.

"It isn't surprising that Single Source approached Aberdeen with the Service Management Benchmarking and Assessment Tool concept. Single Source has elevated itself as a recognized thought leader in the service space, which continues, with its support for this new interactive assessment tool that highlights the value of Best-in-Class service to an organization's financial success," said Sumair Dutta, Senior Research Analyst of Strategic Service Management Research, Aberdeen Group. "Aberdeen is pleased to leverage our growing body of market leading research in service management in support of this new tool, which provides our end-user community with a personalized and easy-to-use option to gain insights into best practices and Best-in-Class performance." Access to the Service Management Assessment Tool is a complimentary offering.

To obtain complimentary access to the tool, please visit <http://assessment.aberdeen.com/rd/singlesource.aspx> or email John Carroll at [johcar@singlesrc.com](mailto:johcar@singlesrc.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](http://www.singlesrc.com).

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### **About Aberdeen Group, a Harte-Hanks Company**

Aberdeen provides fact-based research and market intelligence that delivers demonstrable results. Having queried more than 30,000 companies in the past two years, Aberdeen is 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 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 or call (617) 854-5200, or to learn more about Harte-Hanks, call (800) 456-9748.

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