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Single Source Systems, Inc. Answers To Demands Of Ever Growing Service Market With Introduction of New "Service In A Box™" Solution

New Solution Will Provide Service-Centric Organizations and Departments Increased Service Bandwidth While Dramatically Reducing Cost Of Ownership

Indianapolis, IN – August 17, 2009 – Single Source Systems, Inc., a leading developer of service management software solutions for almost 25 years, is pleased to announce the release of its new "Service In A Box™" solution developed to allow future growth and expansion for service-intensive businesses that may lack the resource bandwidth needed for the care and nurturing of a commercial software application. "Service In A Box" will cater to the needs of the small-to-medium sized service organization, as well as the service department or division of larger organizations.

Utilizing virtualization technology, Single Source has partnered with Applianz Technologies, Inc. to deploy the "Service in a Box" concept. The Applianz system utilizes revolutionary technologies that make installing sophisticated business software, such as Service Management-Plus Enterprise™ or Service Management-Plus Connect™, as simple as connecting a DVD player. SM-Plus Enterprise and SM-Plus Connect help businesses increase efficiencies, productivity, use of resources, customer loyalty and profit opportunities.

SM-Plus Enterprise is an end-to-end enterprise solution used to manage the entire service and core business functions of the service-centric organization. SM-Plus Connect addresses the needs of a service department in larger organizations by "connecting" or integrating to an existing enterprise resource planning (ERP) or legacy business system.

The Applianz system provides service-focused businesses a plug-n-play ERP solution that dramatically reduces TCO (Total Cost of Ownership) through simplified installation, maintenance and use. Now business

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owners can deploy and use robust Single Source product solutions in a matter of hours with full functionality, security and remote access, eliminating procurement of information technology (IT) systems or staff.

Each “Service in a Box” system includes the selected version of SM-Plus Enterprise or Connect on the Applianz system, all required Windows licenses, an integrated firewall to ensure security, plus one full year of Applianz’s CompleteAssurance™ services. CompleteAssurance provides a daily and fully automatic back-up service, plus free system replacement and a one-day disaster recovery capability. The system is delivered as a comprehensive package bundled in a single network appliance.

SM-Plus manages and maintains both company-owned and customer-owned assets. It is a complete enterprise solution for multi-site and multi-warehouse field service and service-centric organizations. It provides an end-to-end solution tailored for the unique needs of the service-centric organization which manufacturers, distributors or services technical or complex, high-value equipment. SM-Plus provides highly functional service business process support, including accounting, 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 accounting financials, inventory, purchasing and management reporting functionality of SM-Plus—meeting the requirements and streamlining operation of an entire service organization.

“Single Source has gone to great lengths to explore and develop new leading-edge service technologies to introduce to those companies committed to and vested in the future growth of the service sides of their businesses. We consider Service in a Box a unique technology that affords the small-to-medium sized business as well as the service department in a larger organization significant increases in service performance level, improvements in productivity, better uses of IT resources, at a fraction of the cost of the traditional procurement and support process,” commented Tony Petrucciani, Single Source CEO. “Service in a Box allows for more concentration on customer interaction and satisfaction rather than dwelling over hardware and software issues.”

“We continue to see an ever-increasing rise in the interest for cultivating service opportunities among Best-in-Class business organizations – or those striving to become Best-in-Class. Service is an evolving, integral and vital business component for companies who are looking to achieve higher levels of revenue growth, customer satisfaction and overall profitability. New leading-edge service technologies are constantly being sought – and demanded – by organizations who want to push their service operations, performance and offerings to the next level. It is important, now more than ever, that new and unique service business management tools are brought to market to answer the call of those companies requiring more sophisticated and automated service solutions,” commented Bill Pollock, Vice President and Principal Analyst, Strategic Service Management, Aberdeen Group.

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About Applianz, Inc.

Founded in 2002, Wichita, Kansas, Applianz Technologies, Inc. is a pioneering creator of virtual infrastructure appliances. Applianz has created a proven and patented turnkey solution for software vendors and their customers, including ERP, human resources and medical practice management software. Visit www.Applianz.com for an online demo or call 316-263-4800 for more information.

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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