



Intelligent Service Solution Drives Greater Productivity and Improved Customer Service for Centric Business Systems

MWA Intelligence solutions help Centric Business Systems automate their dispatch and mobile workforce operations within a week

SCOTTSDALE, Ariz. — June 27, 2007 – MWA Intelligence, Inc. (MWAi), a leader in remote asset management tools and mobile workforce automation systems and services, today announced the successful deployment of its mobile workforce automation and service management applications, Intelligent Service, at Centric Business Systems.

Intelligent Service module of MWAi's M2M Enterprise solution suite is being used to manage the entire lifecycle of every single service call on a daily basis. Centric Business Systems technicians are equipped with Blackberry devices processing business-critical information in connected and disconnected modes regardless of wireless carrier selection. Technicians are leveraging leading-edge technologies such as barcode scanning, parts/inventory management and more to improve their efficiencies while focusing what really matters – their customers.

“We are very excited to have the opportunity to add Centric Business Systems to our customer portfolio and help Centric grow its business by leveraging all MWAi technologies for many years to come. The one-week installation and implementation of our feature-rich solution is a testament of how turnkey, scalable and flexible our solutions are.” said Michael T. Stramaglio, CEO and President of MWA Intelligence, Inc.

Our solution will help Centric Business Systems provide greater responsiveness to its customers and will increase the number of service calls closed daily while improving parts, inventory and service expense management.

“Centric Business Systems has chosen MWA Intelligence service automation and management solution to assist us in improving the efficiency and speed with which we handle customer service inquiries,” stated Rick Bastinelli, President of Centric Business Systems. “MWAi's web-based applications allow our customers to submit and check status of service requests online, in a real-time environment, while allowing Centric Business Systems to

optimize its service response with MWAi's dispatch, service call management, technician routing/reassignment and many other applications."

MWAi Intelligent Service is a turnkey solution that collects, manages and reports real-time and historical data for service management. In turn, this means efficient and effective management of service operations, which enables better business decisions today and in the future. Built-in scalability accommodates every customer service organization, from a small team of employees to thousands of field personnel. Intelligent Service delivers a modular and flexible implementation approach, allowing maximum response to customers' unique business needs and the variety of ERP/CRM host systems that they utilize.

About Centric Business Systems, Inc. – For over 40 years, Centric Business Systems, Inc. has earned an award winning reputation for providing the most innovative and reliable office equipment from the world's finest manufacturers. Starting with a workflow analysis of your current copying and printing systems to output solutions, we combine the best hardware, software and services to provide tailored solutions to your company and improve your document workflow. For more information on Centric, please visit our website at www.centricbiz.com.

About MWA Intelligence, Inc. — MWA Intelligence, Inc. offers leading-edge technologies, world-class customer service and expertise in the office equipment and utilities vertical markets. We deliver comprehensive solutions to companies in need of remote asset management and improved service standards. MWA Intelligence has developed a platform-independent approach to asset, service and mobile workforce management that is flexible and scalable to accommodate company's unique requirements and grow as your business model evolves. Our solutions drive greater customer satisfaction and profit to the bottom line. For more information, please visit: www.mwaintelligence.com.

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