

NEWS RELEASE



FOR IMMEDIATE RELEASE
March 6, 2006

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Carmichael Engineering Ltd. Selects SAM Pro Enterprise Software from Data-Basics

Canadian HVACR thermal design and maintenance firm chooses software for an integrated operations management solution

CLEVELAND — Carmichael Engineering Ltd., a Canadian-based firm that specializes in the design and maintenance of thermal systems, has selected SAM Pro Enterprise software to unify and integrate its complete operation. Starting with a pilot trial, the company plans a two- to three-year phased rollout of the enterprise software solution across multiple offices throughout Canada.

A family-owned business established in 1922, Carmichael (www.carmichael-eng.ca) designs and services various thermal and HVACR systems across a wide range of industries, such as general manufacturing, commercial property management, biotechnology and pharmaceutical, telecom equipment manufacturers and national chain stores.

After a thorough evaluation of numerous service management software packages on the market, Carmichael chose SAM Pro Enterprise for its unique features and the software's ability to handle a company the size of Carmichael.

“We know that scheduling over 250 multitrade technicians – all while simultaneously executing preventative maintenance programs, installation projects and service calls over a wide scope of equipment applications – requires the best in infrastructure management tools,” said Pierre Guilbault, national sales manager for Carmichael. “SAM Pro Enterprise is fundamentally designed to facilitate this challenge. Plus, the ability to have a system that flags problems was a key factor in our decision to go with SAM Pro.”

The “flagging” referred to by Guilbault is handled by SAM Pro Enterprise’s Rules-Based Management™ (RBM) technology. RBM proactively manages routine activities and enforces a predetermined set of rules to help streamline and automate the service workflow. It does so by enforcing rules that have been predetermined by a company to engage a series of alarms for action when things do not go as planned.

Carmichael plans to implement virtually all of the service management and job cost accounting modules of SAM Pro Enterprise at the firm.

But it was not software features alone that convinced Carmichael to partner with Data-Basics. “We wanted to be comfortable with the software provider that we are dealing with in terms of integrity, flexibility and responsiveness to our needs,” said Guilbault. “Data-Basics has a down-to-earth style that fits well with our company.”

About Data-Basics Inc.

Data-Basics Inc. (www.databasics.com) is a leading provider of enterprise software solutions for the service, construction and facilities management industries. Offering a fully integrated system, Data-Basics helps companies plan and track enterprise-wide activities in real time while managing data in a customized, secure environment. Based in Cleveland, Ohio since its establishment in 1974, Data-Basics has a growing network of dealers and offices throughout North America.

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