

NEWS RELEASE



FOR IMMEDIATE RELEASE
January 20, 2004

Contacts: Jean Knox, Data-Basics, 216-663-5600, jknox@databasics.com
Thomas Bubnick, Data-Basics, 216-663-5600, tbubnick@databasics.com

Encon Signs with Data-Basics for Comprehensive Field Service Management Software Deployment

New System Bridges Two Disparate Systems into One Seamless Package

CLEVELAND, OH—Data-Basics Inc., a leading provider of Internet-based enterprise applications for the service and facilities management industries, today announced that Encon, a full-service HVAC contractor serving southern Connecticut and Westchester County, NY, has chosen its core SAM Pro Enterprise solution.

Tapped after a rigorous selection process by Encon, the Data-Basics solution will provide a comprehensive service management, mobile workforce, job costing, and back office accounting solution. With more than 100 employees and over 50 trucks on the road every day, Encon required an all-inclusive solution that bridged together its service department and construction job costing centers.

“It was vital to our business to find a software solution that was developed from the beginning with the service and job costing functions in mind,” said Bill Valus, general manager, Encon. “Data-Basics provides Encon the scalability, flexibility and customer service required to care for our clients.”

Two of Encon's primary reasons for selecting the SAM Pro suite are the ReportAnywhere and Escalation Manager tools, which are based on Data-Basics' signature Rules-Based Management™ (RBM) technology. RBM enforces rules that have been predetermined by the customer by engaging a series of alarms for action. Encon expects a considerable increase in business efficiency from using SAM Pro. Added Valus, "We are looking forward to utilizing the ReportAnywhere and Escalation Manager, whereby we can set-up proactive reporting and automatic alerts when a problematic situation develops."

About Data-Basics Inc.

Data-Basics Inc. (<http://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 is a privately held company with more than 20 software professionals and a growing network of dealers and sales representatives throughout the U.S. and North America.

###