

NEWS RELEASE



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Uhl Company to Implement Escalation Manager Technology from Data-Basics

HVAC Contractor Rolls Out Second Phase in its Implementation of SAM Pro Enterprise

CLEVELAND, OH— Data-Basics, a leading provider of Internet-based enterprise applications for the service, construction and facilities management industries, today announced that the Uhl Company will roll out phase two in its implementation of Data-Basics' software. The second stage will focus on deploying a distinctive aspect of SAM Pro Enterprise, the Escalation Manager technology.

Rolling Out SAM Pro Enterprise

When introduced at Uhl in August 2004, SAM Pro Enterprise replaced an out-dated DOS-based system. "In the past, it was very tough to keep track of the service management side with multiple dispatch boards," said Kier. By migrating to a more robust system, Uhl has been able to handle the various departments within its business through an integrated system. As a result, Uhl now operates the accounting – including AR, receivables, invoicing, job cost, payroll and inventory – and service management areas of its business with SAM Pro.

Taking the Next Step

With the first phase of the roll out complete, Kier projects that Uhl will begin using SAM Pro's Escalation Manager technology by July 2005. "We've got 24 guys in the field at all times and having tools like Escalation Manager and remote access for those individuals is key."

The Escalation Manager automates much of the service workflow process, using pre-defined "escalation profiles" that enable the system to automatically e-mail, fax or page a manager if a work order falls out of spec. This automated functionality removes a great deal of human intervention from routine processes, which helps businesses to more efficiently allocate service department resources.

A Right-Sized Solution

By digging deeper into the functionality of SAM Pro, Uhl will be better able to address the unique needs of its business. According to Kier, "The dichotomy of a business such as ours is that you need software that can handle a slow moving monster [construction] and the fast moving business [service] on the other side of the wall. And since SAM Pro handles both, it was a great fit."

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 25 software professionals and a growing network of dealers and sales representatives throughout the U.S. and North America.

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