



Transco Business Technologies, a Global Imaging Systems Company, Automates its Entire Service Operation by Leveraging MWA Intelligence Solutions

The quick implementation of MWA Intelligence solutions at Transco Business Technologies result in immediate improvement of customer service and service productivity

SCOTTSDALE, Ariz. — July 16, 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 Transco Business Technologies.

Transco Business Technologies operates across the state of Maine with two locations and has been delivering the best-of-breed solutions from the finest manufacturers and striving toward excellence in customer service. Transco Business Technologies reached out to MWA Intelligence to integrate its supply chain, service, dispatch, field service and operations processes into a single turnkey solution to meet its business requirements of being a leader in the marketplace and to continue to exceed the high standards of Global Imaging Systems.

“To reinforce our market leadership in providing excellent customer service, Transco Business Technologies has chosen MWA Intelligence service automation and management solution to more effectively manage our business needs and continue to meeting clients service expectations,” stated Tom Kane, President of Transco Business Technologies. “We chose MWAi Intelligent Service solution because we are confident in its ability to enhance the way our business works, reduce our expenses and allow us to deliver better customer service.”

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. Transco Business Technologies 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 add Transco Business Technologies to the list of Global companies who already use our solutions. Our strategic partnership with Global Imaging Systems and Transco Business Technologies sends a strong message to the marketplace that MWAi has a winning strategy for delivering competitive advantage and differentiated value-added solutions to office equipment dealers.” said Michael T. Stramaglio, CEO and President of MWA Intelligence, Inc.

Our solution is proven to help companies like Transco Business Technologies provide greater responsiveness to its customers, increased number of service calls closed daily while improving parts, inventory and service expense management.

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 Transco Business Technologies – For over 35 years, Transco Business Technologies 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 Transco, please visit our website at www.transcobusiness.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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