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MWA Intelligence, Inc. Unveils Intelligent Service v.4.1

New release offers integrated service alerts, remote asset and consumables monitoring, advanced reporting, Best Tech Select™, GPS capabilities and much more

SCOTTSDALE, Ariz. — August 23, 2007 – MWA Intelligence, Inc. (MWAi), a leader in remote asset management tools and mobile workforce automation systems and services, today announced the release of v.4.1 of its Intelligent Service (IS) module. The latest version of this solution offers highly advanced features and fully integrated M2M (machine-to-machine) enterprise capabilities such as integrated meter reading, automated service call creation, automated service alerts and consumables monitoring, advanced reporting and Best Tech Select to significantly improve the performance of office equipment dealer customer support operations.

Intelligent Service is built upon a drastically revamped architecture, which promises to increase the stability of customers' service operation, while simultaneously allowing MWAi engineering to expeditiously bring to market new features, updates, enhancements and defect fixes. A standardized code base enables the flexibility dealers require to easily migrate from one ERP/CRM/CIS to another and allows MWAi to quickly and efficiently increase the library of supported industry-standard back-end systems.

“A refined platform and back-end flexibility is only the beginning of a long list of benefits inherent in Intelligent Service v.4.1,” said Ramiro Trevino, Vice President of Engineering, MWA Intelligence. “Revamped graphically-enhanced visual reports, exportable as PDF, HTML and XML files, provide improved organization, enhanced layout, and simpler access to business critical information. In addition, our client applications enable the same advanced features and allow automated service call creation and remote consumables monitoring on the mobile workforce applications such as Blackberry pocket PC, tablet PC, laptop and so on.”

Intelligent Service v.4.1 also provides Best Tech Select as a component of the Dynamic Knowledge Base (DKB) module. This application is the first in a line of upcoming exclusive DKB offerings developed by industry-leading service operations consulting firm, BEI Services, Inc., and MWA Intelligence. Best Tech Select allows an office equipment dealer's service department to select under-performing machines to be proactively monitored and automatically alert MWAi's Intelligent Service module of new service calls for the targeted machines. When a new service call opens, Best Tech Select suggests the best technician to be dispatched based on the technician's historical performance data for that make or model.

“Building upon the combined expertise of MWAi and BEI Services, v.4.1 truly creates a full M2M solution for the entire enterprise designed to streamline operations and heighten profitability,” said Don Krysiniski, Vice President of Customer Engagements, MWA Intelligence. “Our dealer clients now possess the sophisticated suite of tools and resources they need to more effectively monitor and manage their customers’ devices.”

Intelligent Service v.4.1 also completes the full M2M enterprise solution by managing all assets, people and systems. Leveraging the integration of Intelligent Device Management™ (IDM) DSS server and the host ERP/CRM/CIS system, equipment configuration and interface information can be set up, synchronized and utilized to enable automatic publication of up-to-date meter, maintenance codes, service alerts and consumable reading information. Now, status alerts received from IDM-enabled equipment can automatically trigger actions on the Intelligent Service v.4.1 server, including automated service call creation, dispatch, management and technician notification.

“With the launch of IS v.4.1, a new era of machine-to-machine interaction, communication and capabilities has been born,” said Michael T. Stramaglio, CEO and President of MWA Intelligence, Inc. “Office equipment dealer service organizations and the companies they support now have direct, immediate and automatic access to the data they need to sustain optimal day-to-day operations and productivity levels.”

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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