



Vertical Solutions Announces Contract Revenue Recognition Module for its PowerHelp Service Management Software Solution

New module enables companies to directly track, manage, and report on service contract revenues

Cincinnati, OH — July 30, 2009 — Vertical Solutions, Inc. (VSI), an award-winning developer of Contact and Service Management Solutions, announces that it has released a new module for its PowerHelp software to streamline the way companies access, track, and manage service revenues. The new Contract Revenue Recognition Module is designed for contact center and field service management teams that do not use, or need to bypass in-house ERP or other enterprise financial management systems for information relating to service contracts. The module integrates directly with other PowerHelp modules, including those that help companies streamline field service management, contact center management, contract management, and warranty management.

Vertical Solutions' new Contract Revenue Recognition Module offers a number of configurable features that enable companies to align service revenue management with internal accounting practices and to streamline financial processes.

"Tracking and managing service contract revenue is an essential function of running a successful service business, but for many companies, it is a daily struggle to get the information they need," says Ron Wegmann Sr., CEO of Vertical Solutions. "Our new PowerHelp Contract Revenue Recognition module gives small companies a workable, affordable solution, and enables large companies to gather data quickly and easily without navigating complex and restrictive enterprise systems."

PowerHelp is a next-generation, web-based technology that enables any external service center, customer service, service provider, or human resources environment to dynamically manage information. Its open platform helps contact centers combine various contact channels from different vendors and technology into a single view while providing seamless support that carries across all touch points in an organization.

About Vertical Solutions, Inc. (VSI)

Vertical Solutions, Inc., develops, implements, and supports its current best-in-class PowerHelp suite of Contact and Service Management Solutions, and its latest technology including VContactCenter. PowerHelp is a robust, modular application that offers in-depth functionality for Customer Support, Field Service, Sales/Marketing Automation, and Mobile environments. Companies in a variety of industries and throughout the world use PowerHelp to improve service response and resolution times, reduce the costs of delivering service, capture actionable customer data, seamlessly integrate with external partners, and broaden their portfolio of service offerings. PowerHelp is flexible, integrates easily with legacy systems, and offers one of the industry's fastest deployment times, all of which contribute to its low TCO, and high ROI. The company's customer list is 100-percent referenceable, and includes ACCO Brands (GBC), Reynolds and Reynolds, ABB, Inc., and A. O. Smith Water Products Co. VSI is headquartered in Cincinnati, OH, with offices and partners worldwide.

For more information, visit www.VSI-PowerHelp.com or call 1.800.466.0238.