



DPSciences Extends Deployment of Vertical Solutions' Technology

New modules and integration with back-office software streamline sales workflow process and dramatically enhance productivity

Cincinnati, OH — October 21, 2009 — Vertical Solutions, Inc. (VSI), an award-winning developer of Contact Center and Service Management Solutions, announces that DPSciences (DPS), a Cincinnati, OH-based value-added reseller, has implemented new modules of PowerHelp CRM software to manage and track its entire sales process. In addition, the company has integrated its PowerHelp platform with its back-office software to eliminate manual re-keying of data and to streamline its sales workflow, invoicing, and maintenance management processes. DPS estimates that deploying the new modules, combined with the back-office software integration, will result in productivity gains of approximately 25 percent.

DPS specializes in building, deploying, and supporting network and communications solutions from major manufacturers. It deployed PowerHelp CRM in 2003 to streamline its warranty processes, which enabled DPS to triple its manufacturer maintenance revenues. The company has now installed the Time Keeping and Expense Reporting modules of PowerHelp. When DPS decided to revamp its back-office processes, it turned to PowerHelp from Vertical Solutions.

"We made the decision that PowerHelp is the application that drives our business," says Tim Shelton, CFO, DPS. "When we chose a back-office software solution, one of our major criteria was how well its underlying architecture was suited to PowerHelp."

DPS sales reps now manage their entire sales funnel using PowerHelp, and information they enter automatically populates sales orders in its back-office software for fulfillment and invoicing. The tight integration between PowerHelp and the back-office software enables DPS to eliminate manual re-keying of sales orders, invoices, and serial numbers used to manage maintenance contracts. The two systems are synchronized, which provides sales reps with accurate dashboards detailing sales for month and year to date, profit, and other pertinent information.

The systems also integrate with those at the third-party finance company that purchases sales invoices from DPS's manufacturer partners, a process known as a "floor plan" in the computer reseller market. This integration further streamlines the sales and revenue receipt workflow for DPS, eliminating manual re-keying and enabling invoicing and payments via electronic data interchange (EDI).

"Everything is in synch; everything is accurate; everything is streamlined," says Shelton, who anticipates that productivity gains will exceed 25 percent.

"Front-office systems such as PowerHelp CRM offer tremendous benefits when they offer tight integration with back-office systems to create a closed-loop process," says Ron Wegmann Sr., CEO of Vertical Solutions. "We're pleased that DPS has been able

to streamline its processes and improve productivity so dramatically using PowerHelp as its core business workflow and management software solution.”

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 DPSciences Corp. (DPS)

Founded in 1961, DPS provides solutions that support its client’s critical business applications, from network infrastructure, the foundation of a company’s operations, to unified voice, data, video and messaging capabilities that allow its clients to communicate more effectively with their customers, employees and business partners. For more information, please contact DPSciences at 513-791-7100 or visit www.dpsciences.com

About Vertical Solutions, Inc. (VSI)

Vertical Solutions, Inc., develops, implements, and supports its current best-in-class PowerHelp suite of Contact Center 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.VertSol.com or call 1.800.466.0238.

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