



NEI Chooses PowerHelp from Vertical Solutions, Inc. to Help Manage and Track Technical Support Requests, Contract & Warranty Renewals, and Associated Revenues

Leading provider of network appliances, application platforms, and services will use PowerHelp to manage value-added customer interactions

Cincinnati, OH — June 23, 2009 — Vertical Solutions, Inc. (VSI), an award-winning developer of Service Management solutions, announces that Canton, MA-based NEI (NASDAQ: NENG) has purchased multiple modules of its PowerHelp service management system. NEI will use the solution to manage its customers' technical support requests; to help create, manage, and renew contracts and warranties associated with support agreements; and to track related revenue. In addition, NEI has purchased the Customer Self-Service Portal to enable it to streamline and enhance its customer self-service program.

NEI develops and supports a variety of hardware, software, and logistics solutions for software developers, OEMs, and service providers worldwide. Its partner services and technical support departments will deploy the PowerHelp solution to help manage a variety of customer interactions, ranging from traditional customer support and field service, to augmented services such as sales and revenue recognition and customer surveys.

"PowerHelp will effectively simplify and consolidate the fundamental processes we use to manage and activate NEI's customer service engagement and support tracking systems," said Greg Augustine, vice president of information services, NEI. "The goal is to reduce our operational costs and continue improving our value-add service capabilities, which differentiates us from all others in the server appliance market."

NEI has purchased the following modules of PowerHelp:

- Knowledge Management
- Contract and Warranty Management
- Customer Surveys
- RMA Management
- Customer Self-Service Portal

"NEI is known for the high quality of its products and partner services as well as for the excellence of its technical support, and we are pleased that the company has chosen our PowerHelp service management solution," says Ron Wegmann Sr., CEO of Vertical Solutions. "Our solution will help NEI further enhance the support and services it offers to its global customers."

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 NEI

NEI is a leading provider of application platforms, appliances and services for software developers, OEMs and service providers worldwide. NEI enables customers to more effectively deploy, manage and support application platforms and appliances using its comprehensive capabilities, including solution design, integration control, global logistics, smart services, technical support and maintenance. Founded in 1997, NEI is headquartered in Canton, Massachusetts and trades on the NASDAQ exchange under the symbol NENG. For more information about NEI's products and services, visit www.nei.com.

About Vertical Solutions, Inc. (VSI)

Vertical Solutions, Inc., develops, implements, and supports its current best-in-class PowerHelp suite of contact and service management software solutions, and its latest technology including VContact Center. 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.

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