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PSGI PRESS RELEASE

PRMS Users Now Have Customer Support Alternative

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News Facts

- Precision Solutions Group adds PRMS® to its growing customer support portfolio
- PRMS Customers now have an alternative with PSGI's unique customer support model
- PSGI's Customer Support model is not just an unused insurance policy but instead provides substantial value for owners of legacy software applications

Superior Expertise

PSGI's team has been delivering customer support, implementation, programming services and consulting to the manufacturing industry for almost 20 years. PSGI has augmented its team with PRMS professionals boasting more than 20 years of direct experience providing PRMS support and services. Many PRMS customers believe they have been losing access to the expertise they need to resolve issues in a timely fashion and get the most from the software. PSGI ensures you will always have the expertise you need to answer your questions, resolve your issues, and get the job done.

Support of your *entire* enhanced PRMS Implementation including Payroll.

PSGI's niche is supporting legacy software applications which like PRMS are most often customized to satisfy unique business requirements. Known for our unique Customer Support Model, PSGI support these enhancements with our specialized business processes and infrastructure. You will not hear the phrase "this is not standard code" from our help desk! Our support includes all of PRMS including modules no longer supported by the vendor such as the Payroll modules.

Support includes *flex* days to deliver value where you need it most

In order to ensure the PSGI support model truly supports the Customer and not just the application, flex consulting days are included with support. Used to direct PSGI resources toward tasks with the highest payback, these flex days can be used for any task PSGI is capable of delivering including business consulting, enhancements, training, optimization, implementation, etc.

Re-invigorating the PRMS User Group

The best way to keep PRMS alive and delivering value is an active PRMS User Community that collaborates with each other sharing ways of addressing business challenges and avoiding pitfalls. PSGI will soon be creating a LinkedIn PRMS User Group to promote this communication to ensure users recognize there are many companies still using the PRMS software and getting significant value from it every day.

About Precision Solutions Group, Inc.

About Precision Solutions Group: Precision Solutions Group, Inc. is driven to enhance the productive use of enterprise business systems through training, customer support, consulting, and software solutions. Our unique approach to extending the life of enterprise systems transforms what was once "product" support to true "customer" support. We strive for greater employee efficiency and significant cost savings and higher ROI derived by getting more out of your existing investment in enterprise business systems. Companies like Intertape Polymer Group, Ace Hardware Paint Division, and Ruiz

Foods depend on PSGI for software services and software support. PSGI personnel average more than 18 years of experience with the PRMS®, PRISM®, World JDE®, Protean®, PRMS® and Optiva® products. For more information, see www.PrecisionSG.com.

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