

Press Release

BOSS and TechBridge Announce Partnership to Increase Knowledge Center Capabilities

Norcross, GA - March 21, 2011. BOSS (www.Boss-Solutions.com) is pleased to announce a partnership with TechBridge (www.TechBridge.org), a nonprofit dedicated to helping other nonprofits use technology to do more and serve more people. BOSS is providing its Support Central toolset for use by the TechBridge Knowledge Center, a Help Desk, that is the "911" line available to hundreds of nonprofits when their technology needs attention and they have questions.

TechBridge will use BOSS Support Central to track all customer issues and resolutions. Support Central's powerful dashboards and advanced reporting capabilities will provide the Knowledge Center technicians and engineers with much greater visibility into the types of support requests coming in to the Center and the time spent on each customer. Nonprofit customers will be able to enter support tickets over the web, which are then directed to appropriate technicians through a powerful routing engine. Analysis tools will enable better tracking of service level agreements and offer intelligence on how to improve service and reduce downtime for our nonprofit community. TechBridge will also be leveraging the remote connect capabilities built into the software to resolve customer issues more efficiently and with significant cost savings.

"We are excited about this partnership with TechBridge and believe our contribution will significantly reduce the cost of delivery of TechBridge services to the well deserving non-profit community," said Maha Mahadevan, CEO of BOSS.

According to Walt Carter, Chief Operating Officer at TechBridge, "The significant gains in reporting and the ease of access to information provided by Support Central will help us to improve our service to our nonprofit customers. Access to self-service functionality is something that our nonprofit clients have been asking for and will be a powerful addition to our delivery team's capabilities. We appreciate BOSS giving back to the community through this generous donation of software and technical expertise."

About BOSS

BOSS is a Norcross GA based company providing IT Asset Management solutions. BOSS offers the most cost effective IT service management solution on the globe bringing industry leading best practices through its solutions. It serves hundreds of customers across numerous verticals including State and local Government, Financial, Healthcare and Education. BOSS has been in business for over 20 years evolving these innovative solutions over the years backed by its rich experience.

For more information about BOSS please call 800.317.6639 or visit www.BOSS-Solutions.com

About TechBridge

TechBridge is an Atlanta-based nonprofit with one mission – to help other nonprofits use technology to do more and serve more people. TechBridge has provided IT consulting, hosting and outsourcing services to hundreds of nonprofits, helping them harness the productivity gains long since enjoyed by the corporate sector, by connecting the needs of nonprofits with the skills and financial resources of the technology community. The Digital Ball, TechBridge’s signature fundraising gala brings together Atlanta’s technology community to celebrate the impact technology can have in strengthening our community. For more information about TechBridge and the Digital Ball, please visit www.techbridge.org.