



**Contact:**

Pointserve

Glenn Martin

Tel: (512) 617-5316

[gmartin@pointserve.com](mailto:gmartin@pointserve.com)

## **Shared Technologies Selects Pointserve to Supercharge its Field Service Operations**

**Austin, TX – January 27, 2009** – Pointserve, the leader in Economic Resource Optimization (ERO), today announced that it has been selected by Shared Technologies, a national supplier of converged voice and data solutions, to implement its suite of mobile workforce management applications. This implementation will improve its field service operations through optimized planning, scheduling, and dispatching of its field service resources.

Shared Technologies is the market leader for provisioning converged telecom products and services for businesses across North America. Shared has over 1300 employees, operating in over 40 markets nationwide.

“We’ve seen the way Pointserve has transformed operations at other market leading companies, and our entire organization is looking forward to the increased productivity and improved customer service that this solution will empower us to deliver,” said Tony Parella, President and CEO of Shared Technologies. “Pointserve’s solution will enhance our existing service platform and will help us accomplish our field service objectives of continuous improvement in service quality through improved service delivery intervals. This increased efficiency will help our customers meet their business needs in a timelier manner.”

“I have great respect for Tony Parella and continue to be amazed by what Shared Technologies is doing in the Telecom market. We are excited to help the team at Shared realize its vision of creating a truly great company,” said Ed Powell, Chairman and CEO of Pointserve. “Shared is also keenly aware of the associated benefits of decreasing carbon emissions achieved through optimized planning and delivery. Shared Technologies’ relentless pursuit of excellence and

focus on its customers, employees and the environment shows why they were again listed in *FORTUNE's* 2008 '100 Best Companies to Work For'."

### **About Pointserve**

Pointserve supplies a full suite of applications that help companies manage service operations more effectively. Pointserve enables market leading companies to maximize service performance by improving the way they organize, align, promise and deliver services. Pointserve customers typically realize 15-25% improvement in global operational effectiveness through a series of applications built on a proprietary economic optimization framework. For more information, visit [www.pointserve.com](http://www.pointserve.com).

### **About Shared Technologies Inc.**

Founded in 1974, Shared Technologies is a privately held corporation, based in Coppell, Texas. The company has over 1300 employees in 46 markets, and sells, installs and maintains voice, data, and converged products and services for business customers across North America. For more information about Shared Technologies, visit [www.sharedtechnologies.com](http://www.sharedtechnologies.com)

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