



MWA Intelligence and Muratec America Launches New Customer Service Initiative for Muratec Dealer Community

MWA Intelligence Solution Suites Provide Competitive Advantage for Muratec Dealers and New Business Benefits for Muratec Customers

Scottsdale, Ariz. — April 5, 2007 – MWA Intelligence, Inc. (MWAi) and Muratec America, Inc. today announced that they have established a relationship to jointly market MWAi's industry-leading remote asset management tools and service automation solutions by leveraging Muratec co-op dollars. The initiative will deliver heightened capabilities for independent Muratec dealers and their clients, continuing to streamline the already-familiar service processes for field techs and end-users.

“We look forward to enhancing Muratec dealers’ ability to improve customer productivity and increase operational efficiency, enabling them to focus on what really matters – their customers,” said Michael T. Stramaglio, President and CEO, MWA Intelligence, Inc. “Our goal is maximize device uptime through real-time situational awareness.”

MWA Intelligence solutions include asset and resource management tools and related software, hardware and communication technologies to manage employees, assets and business operations more efficiently. The company's Intelligent Service Management™ and Intelligent Workforce™ modules enable remote management of mobile workers, automate dispatch workflow, streamline service operations and facilitate the exchange of business-critical information and reporting.

Assets located in customer environments nationwide will be managed through MWAi's Intelligent Device Management™ module, where a variety of communication devices gather business-critical information and synchronize it automatically with back-end ERP/CRM systems for meter billing, proactive service and/or remote consumables management. The result is a much more cost-effective and accurate solution to retrieve billing data in a timely fashion, a source of frustration for many dealerships. At the same time, aftermarket revenue acquisition is streamlined, while end-users benefit from more expedient service and increased device uptime.

“Working closely with MWAi, we will be able to improve our affiliated dealers’ customer relations capabilities, which are driven largely by the men and women who support the Muratec end-user on a day-to-day basis,” said Jim D’Emidio, VP of Sales and Marketing, Muratec America, Inc. “Now Muratec employees will have the information and tools they need to deliver the best possible customer service”

Muratec's endorsement of MWAI solutions will also allow affiliated independent dealers to enjoy discounted implementation fees and subscription agreements. To further encourage the delivery of best-in-class customer service through MWAI solutions, Muratec will allow qualifying organizations to defray expenses with co-op funds.

About Muratec America, Inc. – Muratec America, Inc. is a manufacturer of multifunction digital office equipment and business productivity solutions. The company is a Plano, Texas-based subsidiary of Murata Machinery, Ltd., a privately held multinational corporation based in Kyoto, Japan. Visit www.muratec.com for more information.

About MWA Intelligence, Inc. — MWA Intelligence, Inc. offers leading-edge technologies, world-class customer service and expertise in the office equipment and utilities vertical markets. We deliver comprehensive solutions to companies in need of remote asset management and improved service standards. MWA Intelligence has developed a platform-independent approach to asset, service and mobile workforce management that is flexible and scalable to accommodate company's unique requirements and grow as your business model evolves. Our solutions drive greater customer satisfaction and profit to the bottom line. For more information, please visit: www.mwaintelligence.com.

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