



Business Alternatives, Inc., Signs 4-Year Agreement to Utilize MWAI Intelligent Service™

Intends to drive continued market leadership in customer service with automated processes, real-time data exchange and streamlined operations

SCOTTSDALE, Ariz. — September 27, 2007 – MWA Intelligence, Inc. (MWAI), a leader in remote asset management tools and mobile workforce automation systems and services, today announced an agreement with Business Alternatives, Inc., a leader in document and information solutions for the business community, to utilize its Intelligent Service (IS) module. Business Alternatives will deploy MWAI's Intelligent Service solution with highly advanced features and capabilities such as technician route and workflow mapping, advanced reporting, mobile workforce automation application and more to significantly improve the performance of Business Alternatives customer support operations.

“We see a tremendous value in MWAI's Intelligent Service solution suite in supporting our world-class field operations,” Ron Coleman, Service Manager, Business Alternatives. “We are constantly and diligently working to exceed customer expectations, and the automation of our processes will drive proactive strategies and action across our technical service department.”

MWA Intelligence offers its Intelligent Service Management module to automate and optimize processes surrounding service dispatch, help desks, part replenishment, credit collections and meter billing. Intrinsic to the delivery of world-class customer service, MWAI delivers the appropriate balance between controlling and empowering mobile workers, an effort made easier with the Intelligent Workforce module. Business Alternatives chose MWAI's Intelligent Workforce for BlackBerry solution with a fluid link between the service activities of your field force and the other mission-critical portions of the enterprise, seamlessly connecting them regardless of wireless coverage (disconnected mobile application feature) with the entire back-office staff.

“Our enterprise-class Intelligent Service application allows for differentiation in the marketplace,” said Don Krysinski, Vice President of Customer Engagements, MWA Intelligence. “Every company across every industry that chooses to work with Business Alternatives will now have direct, immediate and automatic access to the data they need to manage day-to-day operations at maximum levels of productivity.”

“Our Intelligent Service solution has been proven to help companies like Business Alternatives provide greater responsiveness to its customers, allowing an increased number of service calls to be closed daily while simultaneously improving parts, inventory and service

expense management," said Michael T. Stramaglio, CEO and President of MWA Intelligence, Inc.

MWAI enterprise Intelligent Service is a turnkey solution that collects, manages and reports real-time and historical data for service management. In turn, this means efficient and effective management of service operations, which enables better business decisions today and in the future. Built-in scalability accommodates every customer service organization, from a small team of employees to thousands of field personnel. Intelligent Service delivers a modular and flexible implementation approach, allowing maximum response to customers' unique business needs and the variety of ERP/CRM host systems that they utilize.

About Business Alternatives, Inc. — Business Alternatives, Inc., specializes in providing the business community with solutions to their document and information needs. BAI offers the latest technology in copiers, printers, faxes, software, peripherals and multifunctional devices to meet the demands of today's business environment. BAI has multiple vendor/product solutions offering the latest products from technology leaders such as Gestetner, Ricoh, RightFax, Liberty and Docuclass.

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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