



Dexterra Implements Mobile Field Service Solution at Selection Services

*Computer Services Company Selects Dexterra to Achieve Increased Productivity,
Professionalism and Competitiveness*

London, UK – April 20th, 2006 – Selection Services, a leading computer services company with 300 technical support personnel, has chosen Dexterra, the leading mobile business software company, to supply a new enterprise mobility solution to manage its 120-strong team of field service engineers. The application, based on Dexterra's Concert™ platform, will ensure that Selection Services' field engineers can respond more quickly and effectively to its 400 customers, who receive up to 200 site visits every day.

Customer satisfaction is critical to the success of Selection Services and previous mobility solutions had failed to deliver the hoped-for results due to user acceptance and connectivity challenges. Dexterra's TransApp™ Field Service mobile application interfaces directly into Selection Services' Remedy service management package, and ensures field service engineers always have the latest information to hand whether they are in or out of network coverage. Dexterra's easy-to-use, frontline-centric approach ensures maximum user adoption, a key factor in Selection Services choice of Dexterra as its mobility partner.

"There is a lot of hype in the market about enterprise mobility solutions, but very little evidence of them working smoothly in practice," commented Alan Cantwell, CEO of Selection Services. "Not only was Dexterra able to provide us with excellent customer references, but it was one of the few companies able to connect into our existing systems and support our service-level driven focus."

Through its' intelligent Remedy adapter, the Dexterra application provides Selection Services field engineers with detailed information about upcoming jobs using Windows Mobile devices running on the Orange network. Dexterra's business process driven methodology takes engineers through each job step by step, ensuring that all the necessary stages are completed and finishing with customer signature capture. Each key step is time tracked, ensuring that customer service levels can be monitored and maintained.

In addition to productivity and customer service benefits, Selection Services is expecting significant cost savings through reduction in airtime usage and software licensing.

“Selection Services was an early adopter of mobile technology and had already seen some of the benefits of giving their mobile workforce access to job and customer information in the field. Dexterra has taken the company to the next stage helping them to fully realise all the benefits of enterprise mobility as we have conquered the primary issues of connectivity and user acceptance still holding back widespread adoption in the market,” commented Nigel Clarke, GM EMEA for Dexterra.

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About Selection Services www.selection.co.uk

Selection Services Plc is an independent company specialising in providing a wide range of computer services since 1992. Operating from its major Service Centre situated in Bromley, Kent, Selection Services has quickly established itself as a major force in the IT industry and as a market leader in computer maintenance, enterprise systems management and professional services.

Selection Services specialises in all aspects of Personal Computers, LAN / WAN environments and peripheral servicing, incorporating remote monitoring of critical Servers and Networks coupled with rapid response to site and the provision of on-site engineering services. These three elements combined provide a 'total' support solution enabling Selection Services' clients to operate their IT departments more efficiently, indirectly increasing the profitability of their business.

About Dexterra, Inc.

Dexterra offers the leading mobile platform available today, Dexterra Concert™, to enterprises across the globe in industries such as manufacturing, transportation, real estate, utilities, IT consulting, government, facilities management and consumer packaged goods. Dexterra delivers competitive advantage with applications that address unique business needs quickly, efficiently and economically, and integrates with the largest selection of wireless devices and enterprise back office systems. With offices in Seattle, Toronto, London, Dubai, and Melbourne, Dexterra also partners with technology leaders Microsoft, IBM, Motorola, EDS, CapGemini, Unisys, Itronix, Symbol, Cingular and Telstra. For more information, visit www.dexterra.com.