



## **NRG Group Standardizes on Dexterra for Field Service Across Europe**

### ***Dexterra Chosen as Best-of-Breed Mobility Platform for European-Wide Document Management Solutions Provider***

**Bothell, WA –January 17, 2007**—Dexterra, Inc., the fastest-growing mobile business platform and applications company worldwide, has been selected by the NRG Group - a global leader in document management solutions - through its Nashuatec, Rex-Rotary, and Gestetner sales brands, to supply the Dexterra Concert™ mobile business platform and its TransApp™ Field Service application to 2,500 field engineers across Europe.

Dexterra will provide the mobility piece of a wider project to improve and manage NRG Group's customer service throughout Europe, and will be integrated with NRG Group's service management solution – SMART. This solution provides harmonized, best-practice service processes for all NRG Group European operations. SMART comprises a call center request-handling solution from Siebel and an automatic resource scheduling engine from Click Software. The implementation will be initially rolled out to up to 300 field service engineers in the United Kingdom beginning early this year, followed by the region comprising Belgium, the Netherlands, and Luxembourg. Dexterra Field Service will be fully implemented to up to 2,500 engineers across Europe within three years.

Using Dexterra, NRG Group engineers will be able to access all the information they require in the field, including parts, products, customer information, technical white papers, and troubleshooting, primarily via laptops. NRG Group also requires the option to deploy the solution via handheld devices during the course of its European rollout. The handheld option may prove particularly important in supporting field service engineers based in city centers.

“Dexterra stood out from the competition not only in its support of multiple devices, but through its ability to easily integrate with existing systems, and its clear appreciation of our business requirements,” said Paul Rouse, Group Business Process Re-Engineering Manager - Service at NRG Group. “As well as being able to demonstrate a good understanding of the workflow of a field service engineer, Dexterra gave us impressive examples of the solution working in practice. Although we have a way to go until the project is complete, we already have a great working

relationship and have been very impressed with the flexibility and support from the Dexterra team.”

“While the industry is definitely moving to handheld devices for mobility solutions, there will be continued evolution of devices and operating systems over the next few years, and companies deploying mobility solutions now need to be sure their investment is future-proofed,” said Suhas Uliyar, Chief Technology Officer for Dexterra. “Dexterra’s support for leading industry standards gives our customers the flexibility to easily and economically adapt their applications to keep up with changing business requirements.”

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### **About the NRG Group PLC**

The NRG Group is a leading provider of Total Document Solutions. Through its three sales brands – Nashuatec, Rex-Rotary and Gestetner, it provides cutting-edge IT based hardware and software solutions for the document life cycle. NRG combines this with a range of Business and Professional Services, which includes on-going customer support and consultancy.

With headquarters in London, UK, NRG operates in Europe, the Middle East, Africa, the Indian Sub-continent, Russia and The Commonwealth of Independent States (CIS). It employs over 7,300 dedicated employees, servicing customers through 15 wholly owned operations and many more through its international distributor partner network. At the end of fiscal year 2006, the group had an annual turnover of some 1.5 billion Euros.

More information can be accessed on the NRG website: [www.nrg-group.com](http://www.nrg-group.com)

### **About Dexterra, Inc.**

Dexterra is the fastest-growing mobile enterprise platform and applications company in the world. Dexterra Concert™ - the company’s flagship product – enables Dexterra customers to assemble, adapt and evolve mobile composite applications using industry standard-based toolsets for both Windows and Java environments. The result is a full mobile enterprise platform and application suite that easily adapts to business process changes without extensive code re-writes, allows expansion of a mobile strategy across multiple groups within a company, and avoids the labor, time and opportunity costs of lengthy, inflexible implementations.

Supporting field service, field sales, asset management, workforce management, and several other business functions, Dexterra’s industry-specific mobile composite applications run on the largest selection of wireless and mobile devices and integrate with the greatest number of enterprise back-office systems – all without disrupting companies’ existing enterprise IT environments.

Many of the world’s premier mobile technology companies and industry leaders rely on Dexterra to power their Mobile Way of Business, including Motorola, Tennant Corporation, and Emirates Airlines. With offices in Seattle, Toronto, London, Cologne, Dubai, Singapore, and Melbourne, Dexterra also partners with technology leaders such as Microsoft, IBM, Accenture, RIM, Cap Gemini, Telstra, @Road, Symbol Technologies and Cingular. For more information, visit [www.Dexterra.com](http://www.Dexterra.com).

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