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FOR IMMEDIATE RELEASE

SMA Becomes NextPage Premier Partner

SMA to Offer NextPage's Help Desk Knowledge Management Software,
Helping Customers Capture Knowledge, Prevent Help Desk Calls and Reduce Training Costs

White Plains, New York – February 25, 2004 – SMA Management Systems announced today that it has become a NextPage® Premier Partner and will sell NextPage's help desk knowledge management software. NextPage software enables support centers to capture knowledge, reduce call volume and reduce training costs, while improving customer service. The software integrates with call logging and case management systems to extend the value and capabilities of the help desk operation at mid-sized companies.

“We're very excited that SMA has agreed to represent NextPage software. SMA is highly recognized for its experience and professionalism in providing knowledge management and other help desk IT service management solutions,” said Grant Beckmann general manager, NextPage's Applications Group. “SMA offers a very comprehensive menu of knowledge management solutions, including KM evaluations, return on investment studies, product implementation services and training.”

As a NextPage Premier Partner, SMA's representatives are certified in the STI Knowledge Certification Program, an essential qualification for working with the IT Help Desk market. SMA is also participating in the NextPage knowledge management certification program, which will further enhance their capabilities for developing solutions for mid-sized help desk operations.

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“SMA’s mission is to provide our clients with the best IT solutions that offer the greatest return on their investment,” said Steve Dreyer, president of SMA. “We chose NextPage because of its excellent products and proven track record. We firmly believe that access to knowledge is critical to every support analyst; NextPage allows us to offer our clients an exciting new option,” emphasized Dreyer.

SMA’s structured consulting approach follows best practices, always integrating the knowledge management solution with the client’s business needs. SMA consultants can be contacted for more information at 888-762-5989.

About SMA Management Systems

Since 1984, SMA Management Systems has provided IT Service Management Solutions to Fortune 1000 corporations, small and medium-size businesses, educational institutions, government and not-for-profit organizations. SMA’s focus is to enhance business processes and productivity with best-in-class software products and implementation services. SMA consultants apply their hands-on experience in building, evaluating, and managing help desk operations. SMA consultants ensure successful support solution implementations through services such as help desk assessments, knowledge management needs evaluations, product integrations and configurations, installation and management consulting, SLA development, Crystal reporting, and help desk software training.

SMA is headquartered in White Plains, New York and has additional offices around the U.S. Industry publications, including *Beyond Computing*, *CIO/Webmaster* and *Public Relations Tactics* have published articles written by SMA consultants. Through invitation, SMA consultants have presented programs to help desk user groups and conferences. SMA has been recognized by the Gartner Group for its technology consulting, staffing and organizational methodologies.

About NextPage

NextPage knowledge management and content solutions have improved employee and customer satisfaction at companies, such as ABN AMRO Bank, KPMG and The Hartford, for more than a decade. NextPage knowledge management solutions enable support centers to capture

knowledge, reduce call volume and reduce training costs, while improving customer service. NextPage content applications enable publishers to publish and deliver business-critical content – online or offline – and end users to share and manage content. For more information, visit www.nextpage.com or call 800-NEXTPAGE or 801-748-4400.

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