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Triware Network Systems

March 01, 2006 08:00 AM US Pacific Timezone

### **Triware Network Systems, L.L.C. Announces Plans for New Service & Support Operation Center (SSOC) Features as It Celebrates 15th Anniversary**

SANTA CLARA, Calif.--(BUSINESS WIRE)--March 1, 2006--

Company Announces Plans for New Microsoft CRM Integration for Its SSOC Version 2.0 Expected Summer of 2006

Triware Network Systems, L.L.C., a leading Information Technology network service and support provider, today announced its plans to roll out version 2.0 of its SSOC services as it celebrates the company's 15th anniversary in business. The company has been delivering world-class IT technology, service and support to San Francisco bay area businesses since its foundation March 1, 1991. The company's SSOC version 2.0 services, scheduled for release in the summer of 2006, will include the integration of its existing SSOC services with Microsoft Customer Relationship Management (CRM) system, a comprehensive help desk ticketing system, project management and a knowledge management database that will allow it to track and archive IT issues and subsequent solutions more efficiently.

"Since July 15, 2003, our SSOC services have progressed from version 1.0 to version 1.5 which added improved features such as monitoring bank ATMs, mail queues, temperature, humidity, wetness, and remotely switch on / off any mission critical IT devices." said Benson Yeung, senior partner for Triware Network Systems, L.L.C. "We feel it's appropriate with this key anniversary to continue improving our services and believe that this new version will allow us to more quickly and efficiently address our client's issues as they arise."

The SSOC service is a 24x7x365 real-time network monitor and management operation center providing clients with a low cost, state-of-the-art network and management system that ensures the highest data security available. The center remotely monitors client's server hardware and applications including Internet services, application servers & general processes, performance & resources and potential security breaches. Triware's SSOC monitoring offering can detect when a client's server or process is down and can restart, reboot and install critical security patches as necessary to maintain the client's critical services.

Headquartered in Santa Clara, CA, Triware Network Systems, L.L.C. is a leading computer

network related service & support provider covering the San Francisco Bay Area. TNS has been highly successful since founded in March 1991, with 100% of its business originating from referrals. For more information contact Triware Network Systems, L.L.C. at 408-330-8900 or visit their website at <http://www.tns.com/remote.asp>.

Triware Network Systems is a trademark of Triware Network Systems, L.L.C. All other trademarks are owned by their respective companies.

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