



Davis-Standard[®]

News Release

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CONTACT
Christine Maxam
Sales & Marketing Coordinator
Converting Systems
315-593-0359

New Davis-Standard Support System to Streamline Customer Service

(Fulton, N.Y.)--A new support system from Davis-Standard, LLC will enable faster, more convenient customer service via a high speed internet connection. Called the Davis-Standard Secure Service Support System, or DS⁵, this system is designed to help customers avoid lengthy downtimes by giving Davis-Standard service personnel and engineers immediate access to customer equipment via a safe and secure internet connection. With DS⁵, service personnel can more easily respond to customer needs and can diagnose and fix problems regardless of their location in the world.

“We wanted to come up with a way to eliminate unnecessary downtime for our customers while giving our service personnel and engineers a faster way to solve equipment issues,” explained Tarek Adly, Product Manager, Drives and Controls. “With DS⁵, we’re able to utilize a secure, high speed internet connection to respond more quickly and hopefully, save our customers money by getting them up and running sooner. It simplifies the process and makes our service personnel more accessible to all of our customers.”

How it works: A DS⁵ computer system is installed at the customer’s site. One end is connected to the Internet and the other is connected to the customer’s equipment via a PLC, Drive, Integrator, etc. The internet connection flows outward through the customer’s firewall following their internet safety connection standards. The internet ties the DS⁵ computer to the “LOG-ME-IN” service, which protects the computer connection by requiring a specified and unique user name and password. As added security, the LOG-ME-IN service will only allow authorized Davis-Standard personnel to connect to the DS⁵ computer system. Davis-Standard personnel must also have a unique user name and password to connect. Once connected, they can access the customer’s DS⁵ system, evaluate the situation from their computer screen, and make recommendations. As added security, user names and passwords are changed

M O R E

Extrusion Systems
#1 Extrusion Drive • Pawcatuck, CT 06379
(860) 599-1010 • www.davis-standard.com

Converting Systems
46 North First Street • Fulton, NY 13069
(315) 598-7121 • www.bc-egan.com

Davis-Standard DS⁵
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periodically.

Use of DS⁵ requires a renewable yearly membership fee. With this membership, customers receive a one-year lease of the DS⁵ computer system, complete maintenance of the system including software and license updates, and 25 hours of customer service. Additional support hours, if needed, will be charged at Davis-Standard's standard service rate.

For more information about DS⁵, contact Tarek Adly at adlyt@bc-egan.com.

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