



Numara Software Acquires UniPress Software

Expanded company positioned to dominate the small- and mid-sized enterprise market for affordable, easy-to-use Service Desk and Asset Management solutions

Tampa, FL (September 13, 2006) – Numara Software, Inc, today announced its acquisition of UniPress Software, developer of FootPrints web-based service desk software solutions. The combination of these two highly successful and established organizations positions Numara Software as the dominant leader in the small and mid-sized enterprise service desk market.

“We are very excited to join forces with UniPress Software to provide small and mid-sized organizations with a comprehensive line of service desk and asset management products,” said David Weiss, CEO of Numara Software. “The companies have a combined installed base of nearly 50,000 organizations worldwide. Adding FootPrints to our product line up alongside our award-winning Track-It! line strengthens our ability to expand our share of the service desk management market.”

IT professionals wrestle with gaining control of their increasingly complex IT environments. The Numara Software mission is to address these challenges with easy-to-use and affordable solutions that automate critical IT and support functions such as service desk automation, asset management, software and patch deployment, and network monitoring. Automating these functions empowers IT and support professionals to advance their processes from being reactive to proactive.

The acquisition of UniPress and its FootPrints line of web-based service desk solutions offers mid-market customers capabilities for more mature help desk and customer support processes and even greater sophistication, functionality, flexibility and scalability. These solutions are 100% web-based and include comprehensive incident, problem and request tracking, change management, service level management, email management, dynamic access to LDAP and SQL directories, sales automation and telephony integration, and ITIL® compatibility.

“This is the right time and right home for UniPress, for our company and our customers,” said Mark Krieger, President of UniPress Software. “FootPrints customers will gain the benefit of Numara Software’s broader financial resources that will foster continued innovation and expansion of solutions, as well as more localized support, professional services and training. By adding the FootPrints line with the Numara Track-It! portfolio, Numara Software will have the ability to offer deeper functionality and more capabilities including change management and advanced support for industry best practices, including ITIL compatibility to its customers.”

Numara Software will continue to develop and provide both the Numara Track-It! and Numara FootPrints offerings to address the needs of their specific customer segments as determined by the level of maturity and complexity of their IT processes. Both product lines are characterized by ease-of-use, excellent price-to-feature value, rapid installation, ease of customization, flexibility and scalability. Numara Software will offer professional services and training for the respective

product offerings. The company will remain headquartered in Tampa, Florida and will maintain the former UniPress office in Edison, New Jersey.

Founded in 1983 UniPress Software developed the FootPrints line in 1997. The FootPrints line of products and services has experienced steady annual revenue growth year over year and received numerous industry awards. More than 2,300 organizations worldwide have adopted FootPrints solutions for their help desk and customer support operations. The FootPrints product line includes four variations of the signature FootPrints software, along with numerous add-on tools and integrations with best-of-breed solutions and provides support for industry best practices.

The FootPrints product offers:

- Full web architecture - 100% web-based applications for flexibility and ease
- ITIL compatibility
- Extensive workflow automation including rules-based notification and escalation
- Hosted service option
- Change management and compliance tracking for SOX, HIPAA and more
- Dynamic address book integrations for LDAP and SQL-based address books
- Two-way data synchronization between the service desk and agents' PIMs
- Support for automating multiple business processes via partitioned projects
- Platform agnostic – Offers Linux/Unix web server support along with Windows web server support
- Telephony integration
- Section 508 compliance

About Numara Software, Inc.

Founded in 1991, Numara Software, Inc., (formerly Blue Ocean Software), is a global provider of service desk management solutions for IT and support professionals who need to simplify and gain control over their increasingly complex environments.

The company's two flagship products, Numara Track-It! and Numara FootPrints, make it the service desk management leader for small to mid-sized enterprises, serving more than 50,000 customer sites worldwide.

Overall, the Numara Software trusted solutions automate critical IT and support functions, such as service desk automation for internal and external support along with asset management, software patch and deployment, and network monitoring.

Numara FootPrints is available in Singapore and rest of South East Asia from:

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