

**FOR IMMEDIATE RELEASE****Customers Award ACOM iSeries/System i  
Customer Support 99 Percent Approval Rating**

ATLANTA, Georgia, January 15, 2008 – ACOM's System i customer support department means business in more ways than one. To customers it means fast, effective answers to both routine and complex questions; to the company it means sales: according to Customer Service Manager, Brenda Bush, a significant number of the department's callers indicate that the tipping point in their decision to purchase ACOM products is the company's record of superlative service.

That record was reconfirmed in January, Bush said, when a tally of responses to the company's five-question post-service satisfaction survey revealed a 99 percent-plus approval rating. The other one percent concerned queries that generally were not relevant to ACOM products and issues or concerned functionality that simply does not exist in the software.

Bush's department supports the 16 software solutions and modules that currently comprise ACOM's offerings for the AS/400/iSeries/System i community, ranging from fully featured design, forms, payment and document management systems to individual modules for email, fax, PDF, security and document search and distribution. Most problems are solved quickly and often include a modicum of ad hoc training.

"In a typical query, the customer might be a payment solution user who needs to establish a new bank account to accommodate a recent change, has not done so in a long time and has forgotten how to do it," Bush said. "We simply walk the customer through the template and answer any questions she or he might have."

Routine encounters normally take about 20 minutes, but the department often helps callers deal with issues that extend outside the ACOM software and may relate to the computing platform itself or to the business management software. "Some such sessions can take place over a period of time, but even when our products are not directly involved our customers come first, and where we have the expertise we are glad to help," she said.

A user in Guam who awarded the department four "fives" on the five-factor evaluation scale added the following note to his survey form:

*With the amount of time required to make the upgrade and work through the problems, Terry (Dietrich) was able to give the support and information required even with the major time differences (15 hours). With that, the MIS section I belong to, [was] able to meet our deadlines prior to the business office meeting theirs.*

Customer support is available in several ways, Bush pointed out. Online support is available via the iSeries Support Portal at <http://www.acom.com/iseries/customers>, where they can access the Knowledge Base, create support incidents and/or track support incidents. Personal support is available by calling 800-603-6768 or by emailing [400support@acom.com](mailto:400support@acom.com)

**About ACOM Solutions, Inc.**

Now in its 25th year of business, ACOM Solutions, Inc. develops modular software systems for document output, document management, secure corporate payments, and B2B EDI/XML e-commerce applications, marketing them domestically and through overseas partners. Corporate headquarters are in Long Beach, California; System i Software Division headquarters are in Duluth, Georgia; and regional offices are located in several major U.S. cities.

For more information:

- Call: 800-603-6768
- eMail: [info400@acom.com](mailto:info400@acom.com)
- Visit: <http://www.acom.com>

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