



**software
corporation
international**

www.sci-solutions.com

News Release

Contact: D. Keith Sides (800) 772-7044
keith.sides@sci-solutions.com

SCI Helpdesk – CPCS Production Support

Charlotte, N.C., May 7, 2002---- Software Corporation International (SCI) announced today the establishment of the SCI Helpdesk. The SCI Helpdesk offering provides current users of IBM's CPCS with the option of outsourcing multiple Day One support processes. Both operational and technical support services are available through this offering. All calls will be immediately logged and managed through the use of SCI's automated Helpdesk software that facilitates the tracking, escalation, resolution, and reporting of all reported instances. In addition, SCI will provide clients with detailed historical information about the performance of their item processing operations.

By taking advantage of the SCI Helpdesk, banks can decrease the time required to resolve production problems and, at the same time, optimize the use of their development staff. “The SCI Helpdesk offering makes excellent use of SCI’s depth of knowledge and experience in CPCS and item processing,” said D. Keith Sides, Group Vice President. “SCI is committed to providing clients with services that provide real value and immediate benefit.”

SCI Helpdesk, which was designed to leverage SCI's nationwide resources and decade of experience in supporting some of the world's largest item processing operations, is available for immediate implementation. For additional information on this or other SCI products and services, please contact D. Keith Sides at (800) 772-7044.

SCI is one of the world’s largest independent providers of CPCS and CPCS Image technical support. Since 1990, the company has been providing professional services and technical solutions to clients in the financial services industry.