

CyberShift Selects CobbleSoft's COIGN Enterprise Service Management Software

- Leading Provider of Workforce and Expense Management Software and Services Implements Solution as Key Part of Total Client Service Quality Program -

PHELPS, N.Y. (October 3rd, 2006) – CobbleSoft™ International Ltd., a leading developer of specialized service desk, service management and database solutions, today announced that CyberShift, a leading provider of workforce and expense management software and services, has selected the company's COIGN Enterprise helpdesk and service management software solution.

Headquartered in Parsippany, N.J., CyberShift delivers a fully integrated solution for the management of all aspects of time and attendance, scheduling, travel and expenses, self-service functions and workforce reporting and analytics. As the workforce and expense management solution provider of choice for many of the largest organizations throughout the United States and Canada, the need for request and incident ticketing, as well as the management of this process, at CyberShift is business-critical. The company chose COIGN Enterprise for its flexible, configurable Web-based application framework. As part of CyberShift's Total Client Service Quality program designed to deliver the highest levels of client satisfaction, COIGN has enabled CyberShift to replace its disparate systems with a single, Web-based application, centralizing the management of all internal and external incident and service management systems while allowing threads of client correspondence to be immediately accessible from anywhere in the world.

"Our incident and request management system touches every department and functional team throughout our organization," said Dave Blodgett, CyberShift's IT and On-Demand Service Director. "Our biggest challenge was that we were using a number of different systems to manage internal and external client requests associated with various platforms and technologies. We sought a consolidated solution that would improve operational efficiencies and deliver an opportunity to further improve service to our clients. COIGN has enabled us to streamline our end-to-end support process, reducing response time and improving our client's total quality of experience (QoE)."

One of the primary benefits gained from having a single helpdesk and service management system, such as COIGN Enterprise, is increased visibility into the incident lifecycle. By having this common thread of information, CyberShift is able to take advantage of pushing more information to the higher-level support teams, reducing the amount of incidents that need to be escalated. Without the need to frequently escalate tickets, support costs and response times are reduced – ultimately enabling the delivery of faster, better service to CyberShift clients. In addition to streamlining the end-to-end support process and reducing internal management costs, COIGN also facilitates compliance with regulations and control requirements, such as Statement on Auditing Standards (SAS) No. 70.

"As an organization that must consistently execute against the control requirements of annual SAS 70 Type II audits, detailed event logging and an auditable authorization process are critical," stated Blodgett. "The COIGN system has comprehensive auditing capabilities that offer an audit trail of incidents and automate the process of recording promotion and change authorizations. Due to its great flexibility in the areas of both ticket management and intelligent

ticket routing, CobbleSoft's software has allowed us to solve some difficult business challenges with relative ease."

Pamela Follett, President of CobbleSoft International, added, "COIGN Enterprise is designed to help organizations save time, reduce costs and increase productivity. In addition to easing compliance with regulatory requirements, COIGN has improved incident ticket routing and time-to-resolution for CyberShift, enabling the company to respond to its customers faster. By improving the overall quality of CyberShift's support organization, we hope to play a vital role in helping the company meet and exceed its Total Client Service Quality program goals."

About COIGN Enterprise:

Web-based COIGN Enterprise enables small, mid-sized and large organizations to quickly and successfully transition to self-service for both internal and external support. Complementing the ITIL® (the IT Infrastructure Library) best practices framework for excellence in service management, COIGN's strength in auditing seamlessly provides for regulatory and control compliance with, for example, Sarbanes-Oxley; SAS 70; and HIPAA. Through enterprise-class features such as dynamic workflow, support collaboration and real-time knowledge management, COIGN delivers enhanced Service Intelligence (SI), reduces costs, and increases customer satisfaction.

About CyberShift:

CyberShift, Inc. (www.cybershift.com) and Necho (www.necho.com), a division of CyberShift, are leading providers of workforce management and expense management software and services focused on helping large, complex organizations optimize and manage the deployment of their people. CyberShift's rules-based platform delivers a fully integrated solution for the management of all aspects of time and attendance, scheduling, travel and expenses, self-service functions and workforce reporting and analytics. The enterprise-class workforce and expense management suite reduces costs and improves processes for a variety of industries including financial services, manufacturing, transportation, retail, media and entertainment, healthcare and the public sector. Celebrating 10 years in business this year, CyberShift is the workforce and expense management solution provider of choice for many of the largest organizations throughout the United States and Canada.

About CobbleSoft International Ltd.:

CobbleSoft is a privately held company, headquartered in the Finger Lakes of New York State, USA. The developer of leading helpdesk, service management and database solutions used in more than 60 countries, its clientele encompasses small businesses to Fortune 500 and Global 2000 companies. Visit www.cobblesoft.com for more information or call toll-free 1.866.380.6716.

#

Note to Editors: Trademarks and registered trademarks referenced herein remain the property of their respective owners.

Media Contacts:

Jim Turner
The Threestone Group for CobbleSoft
(716) 316 634
turner@threestonegroup.com

Adrienne Turner
The Devon Group for CyberShift
(732) 224-1000 ext. 18
adrienne@devonpr.com