

**For immediate release**

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## **IQMS Opens Support Office for European Customers**

IQMS, the world's leading supplier of Enterprise Resource Planning software for the plastics industry announces the opening of their European Support Office in February of 2003. Located in The Netherlands, the office will service accounts in Western Europe. Multi-lingual support includes phone, email and fax based help desk support for current users of EnterpriseIQ, a suite of manufacturing, financial, customer relations modules designed for repetitive manufacturers.

"It is important to provide regional support for our users", commented IQMS Vice President Terry Cline. "This office provides multi-lingual support on all aspects of the EnterpriseIQ system, and is fully backed by our corporate offices in the US." The office serves as the first point of contact for users of EnterpriseIQ, and is staffed by full time support personnel. "When calling for support, customers will talk to a knowledgeable technical support person, who will make every effort to resolve any issues right then and there", Cline noted. IQMS supports a structured call escalation procedure that involves the testing and development departments at IQMS. "Our goal is to get to the heart of the problem as quickly as possible, get to the solution, and keep our customers running", Cline added.

To reduce costs, the support office uses multiple technologies to provide rapid, accurate support. Connecting to the customer's system via the web or through a direct connection allows the support technician to work directly with customer data. "Working within our customers security policies, we are able to quickly find the issues and either make adjustments or suggest additional development to solve our customers issues", noted Niels Roelofsen, technical support specialist.

Plasticsgrid, the European sales partner for IQMS, is providing additional support for Scandinavian based users. "We want to be where our customers need us, and we plan to continue to expand as we grow our market", commented Ola Gejde, Director of Marketing for Plasticsgrid.

The local office can be reached at +31 318 595970, from 08:00 to 17:00 Monday through Friday. Special hours can be arranged upon request.

### **About IQMS**

Since 1989, IQMS has been a pioneer in the design and development of enterprise software (ERP) for repetitive and discrete manufacturing industries. With offices across North America and Europe, IQMS is the #1 enterprise software developer for the worldwide plastics industry and meets the needs of manufacturers in the automotive, medical, appliances, construction, housewares and other industries. IQMS delivers a complete ERP solution, EnterpriseIQ, which provides a wealth of business management functionality previously available only through multiple vendors. Only EnterpriseIQ uses a single database to integrate manufacturing and accounting with a suite of modules, eliminating the need for interfacing third-party add-ons. IQMS stands 100% behind all products and services, offering a one year full money back guarantee, free upgrades, expert support and implementation resources, and on-going research and development. Visit [www.iqms.com](http://www.iqms.com) for more news & information about IQMS.

### **About Plasticsgrid**

Plasticsgrid is a leading provider of IT solutions for the European plastics and chemical industries. Plasticsgrid's product portfolio contains both in-house developed platforms as well as products from external vendors on an agent basis. Plasticsgrid has developed a plastics industry specific, web-based, selling and procurement platform. Another major area is ERP-systems, where Plasticsgrid is the European representative of IQMS, the leading enterprise software developer for plastics processors. Plasticsgrid is a privately held company and has offices in Sweden, Belgium and the UK. Additional information is available at [www.plasticsgrid.com](http://www.plasticsgrid.com)

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