



PRESS RELEASE

For immediate release

A ROMANIAN DELIVERY OPERATOR ADOPTS OCTOPUS

Montreal, June 27, 2007 – ESI Technologies is proud to announce that an important Romanian firm offering courier services now relies for its everyday tasks on Octopus, an On-Demand IT Service Management Solution. Cargus Romanian Courier, the first express delivery operator in Romania, has recently integrated Octopus, an ITIL based solution, in order to efficiently manage its technical support center (*Help Desk*), computing equipment and change requests.

Octopus thus provides Cargus Romanian Courier with the tools for simplified IT management, benefiting 315 users spread over 22 departments and throughout offices located in 17 Romanian cities. Six technicians manage an average of 160 requests per month thanks to Octopus and its functionalities which are designed on the basis of ITIL specifications such as incident management, change management, problem management, as well as configuration and SLA (Service Level Agreement) management.

Launched in 2005, the Octopus solution responds to the challenges encountered by organisations operating in a variety of sectors by enabling them to manage their various IT-related activities in accordance with ITIL best practices and in a more cost-effective and agile manner.

About ESI Technologies

ESI Technologies is a Canadian leader in terms of architecture, design, deployment and support of technological solutions, be it on site or remotely, ensuring the availability, security, conformity and performance of data, applications and critical networks. Moreover, ESI designs and deploys an On-Demand IT service management solution (Octopus) that is based on ITIL standards, and also offers integrated business solutions such as Action, Microsoft Dynamics NAV and Oracle. ESI Technologies is headquartered in Montreal and has offices in Quebec City and Toronto. To learn more about ESI Technologies, visit www.esitechnologies.com. To learn more about Octopus, visit www.octopus-itsm.com.

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