



*Your data deserves More*

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## **More Group Inc. Announces Managed Support Services (MSS)**

*Provides customized support packages including First Call Support*

Middleboro, MA – April 12, 2007 – More Group Inc. announced today the introduction of their Managed Support Services (MSS) Program. With these service offerings, customers can select or customize a support package that fits their backup and recovery requirements. The support services will be operated out of More Group's command center in their new corporate headquarters in Middleboro, MA. The MSS Command Center is staffed by highly qualified storage engineers to insure that customers have optimum response, including options for 24x7 First Call, and problem resolution.

"An optimized and fully functioning backup and recovery solution is critical. Backup and Recovery is very challenging as it involves all aspects of an enterprise's computing infrastructure. Isolating problems and determining if the problems are hardware or software related is particularly challenging. More Group's methodology is based on 1) Understanding our customers' environments through Solution Reviews or Checkups and 2) Providing pro-active support to head off problems before they occur," states Walter Musto, Director of Professional Services. "More Group leverages over 15 years of investments, resources, vendor relationships and experience to provide high quality technology services to our customers in the most cost effective manner possible." added Musto.

More Group offers three Support Packages – Express, Standard and Premium - to meet the service level agreements goals of our customer. Each of these packages can be customized to meet specific customer requirements. All packages include a thorough Checkup component, Supplemental Support for remediation and More Group's call support with problem ticketing.

The managed support program was designed after many More Group customers requested a customized support package that provided high quality and thorough support. Customers want a single, knowledgeable point of contact for their hardware and software related issues. For example,

customers can call More Group's First Call Support team to identify and resolve tape hardware and tape management software issues. More Group is initially offering MSS to TSM and CommVault environments.

"We view our Managed Support Services as a unique offering as it provides quality, breadth and consistency not found in support packages offered by individual manufacturers. As opposed to pointing fingers at the hardware or software vendor, we offer the customers a single point of contact to help them resolve issues related to data protection," said Jim Reichardt, Vice President of Professional Services at More Group Inc.

**About More Group Inc.**

More Group Inc. is a leading storage management integrator offering a range of solutions and services to store and protect your valuable information. Our team of storage integration professionals brings decades of combined experience in designing, deploying, and supporting scalable storage solutions to meet all of our customers' needs. Additionally, More Group's senior engineers conduct a suite of training programs designed for all levels of backup and recovery professionals. More Group Inc. works with customers from a variety of industry sectors, including financial services, insurance, government, healthcare, technology and higher education. MoreStor Vault is a remote vaulting solution offering for the small to medium organizations. More Group Inc. is headquartered at 16 Commerce Boulevard, Middleboro, MA. 02346. For more information visit More Group Inc. on the Web at [www.MoreGroupInc.com](http://www.MoreGroupInc.com) or call 800-952-3215.

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