

# XP Software, Inc.

XP Software Consolidates North American Offices, Bringing Improved Products and Services to the Water and Wastewater Industry



XP Software has been planning a series of organizational changes over the past year in an effort to bring clients improved products and services for years to come. Already this year XP Software has gained FEMA approval for its XP-SWMM Software, introduced an implicitly linked 1D/2D modelling software to its product suite, doubled the amount of dedicated support staff and increased development staff by 33%. XP Software is committed to delivering exceptional products for a reasonable price. To avoid any price increases while increasing research and development budgets, XP Software has temporarily consolidated North American offices to Portland, Oregon. In addition to offsetting costs, the new North American XP Software office will also help bring a new level of customer support to clients in the US, Canada and Mexico by consolidating staff into one central location. To accommodate the recent increase in Staff, the Canadian and US division of XP Software will move into a larger office located in Portland's downtown area in October of 2004.

Formally, Anthony Kuch, VP of Software for North America, managed the Client Services Division of XP Software for North America from the former office in Toronto, Ontario. The Client Services Division of XP Software consists of technical support and educational services staff. From the new office location, Mr. Kuch will be able to interact more closely with his staff and with the development staff, allowing him to manage Client Services world-wide. XP Software also has offices in Australia, France, Japan, Korea and South East Asia.

Anthony Kuch will deliver the first of many improvements to Client Services in December, 2004 by adding a new service requestor which will be accessible to members through the XP Software website. The service requestor will ensure questions are answered by the most qualified technician in the specific field the question relates to and increase speed of response time. Working in closer proximity with Client Services staff will also allow Mr. Kuch to employ additional services such as adding additional courses to XP Software's public training workshops, introducing new internet-based training events and hosting more regular events with user groups.

Users of XP Software products will enjoy many new benefits as a result of these organizational changes. With the new improvements that wait in 2005, XP Software clients will be able to enjoy increased productivity without increased prices.



*This photo portrays the North American XP Software Staff. Left to right moving clockwise are: Geoff Thompson, President; Jan Thompson, VP of Sales and Marketing; Eric Hollstein, U.S. Account Executive; Nicole Highhouse, U.S. Account Executive; Martin Butalla, U.S. Technical Support Specialist; Marina Bouchot, Senior U.S. Account Executive; Anthony (Tony) Kuch; VP of Software Applications and Canadian Technical Support Specialist, Christina Sherman, Senior Canadian Account Executive; Lori Abbey, Administrative Assistant. Missing are: Holly Nelson, U.S. Account Executive and Shahrzad Dey, North American Technical Support Specialist.*