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The IT Life Cycle Management Company

PDS Offers New Hardware Acquisition Advantage

On-Line DMI Information Now Available to PDS Customers

Oconomowoc, WI (May 6, 2003) – PDS is pleased to announce yet another value proposition related to computer system acquisition: on-line Desktop Management Interface (DMI) information via PDS Online.

On-line DMI information allows customers to recall information captured during system assembly and maintained in PDS's internal DMI data warehouse. This information includes:

- Invoice number
- Purchase Order number
- Fulfillment date
- Serial number(s)
- Customer asset tag (if applicable)
- MAC address
- BIOS version and date
- Hard drive size
- Memory installed/total slots/available slots
- Processor speed

Having this kind of information available at any time of day or night offers great benefits to PDS customers:

- A Chief Information Officer (CIO) can use system specifications information to plan system deployment and retirement evolutions, even if the organization does not currently have an enterprise management solution. S/he can also use on-line DMI information to evaluate the viability of a desktop operating system or applications suite upgrade, memory upgrade or other system life extension program.

If a CIO considers implementing an enterprise management system, or if one already exists, the customer can request that information be sent electronically and used to populate the management application's database. That advantage can greatly speed management solution implementation, which is a huge improvement in an organization's asset management posture.

- Level 1 help desk professionals can use the information to aid in remote diagnosis of end-user issues. Since most end users are unable or unwilling to provide such information, having another means to access DMI data can speed service calls and enhance response time and overall customer satisfaction.
- Remote and on-site break/fix technicians can also use on-line DMI information to assess system configuration changes since initial installation, which can be a great trouble-shooting aid.

Customers can search the DMI Information feature of PDS Online by PDS order number, system serial number, their purchase order number, or system asset tag number.

On-line DMI information is the latest in a group of Procurement value propositions. Other such value propositions include customized system imaging, asset tagging, asset tracking, on-line ordering, order management and returns, and the PDS Rack N RollSM Packaging and Deployment system.

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About Paragon Development Systems

Paragon Development Systems, Inc. (PDS) is the IT Life Cycle Management (LCM) company. PDS improves the way IT departments of medium- to large-sized organizations plan for, procure, deploy, manage, support and retire their IT assets. An ISO 9002-registered technology manufacturer, PDS produces its own brand of custom-configured systems. PDS is also a leading supplier of Enterprise Tier products and enterprise services. PDS's innovative approaches to LCM challenges include many of its Platinum Plus logistics services, such as Corporate Standard Desktop configuration, automated asset tagging/tracking, and Rack N RollSM packaging and deployment system. PDS is headquartered in Oconomowoc, Wisconsin with offices in Milwaukee and Madison, WI. For more information, call 800-966-6090, or visit www.pdspc.com.