



INSTANT ACCESS TO CRITICAL INFORMATION

Ziphany, LLC Again Demonstrates 99.999% Reliability

Buffalo-Based Ziphany, LLC continues to meet strict internal reliability goals for website uptime and “missed reads”

Source: Ziphany, LLC, Buffalo, New York

Publication date: 2003-05-22

May 22, 2003, Buffalo, NY (USA) - Ziphany, LLC, a provider of energy monitoring/verification and internet communications systems, again demonstrated the ability to meet the strict reliability goals set for 1st and 2nd quarters of this fiscal year. Upon the recent completion of the six-month continuous improvement audits, it was determined that the reliability of the Ziphany system (hardware and software) provided 99.999% uptime for both website accessibility and for “missed reads” to the system. This figure excludes the scheduled downtime for Ziphany system maintenance.

Ziphany routinely runs comparisons to performance of past history to determine the status and efficiency of the system. These audits are conducted as a part of the continuous improvement objectives set by the company. The objectives cover the entire spectrum of the business from reliability to customer satisfaction. Results of additional audits will be available in the next few weeks.

Vince LaFratta Chief Technical Officer, stated, "Our internal quality goals are aggressive, perhaps even more strict than those placed upon us by our customers. We apply this philosophy to everything we do, this is what our customers feel separates us from the pack."

Ziphany provides an open-ended communications platform that permits data acquisition from multiple hardware devices and existing building management systems. These data are then transferred to Ziphany's secure website where presentation applications can be utilized to view information to help reduce operational costs.