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## **Message Systems Expands Global Customer Support**

*Customer service unified under Alec Peterson to provide technical consistency worldwide*

**COLUMBIA, MD – March 31, 2008** – Email solutions provider Message Systems announced today that it has expanded its global customer support team by opening a new Message Systems Support Center located in Seattle, Washington. The company has also unified its customer support department under the direction of Alec Peterson to provide technical support and service consistency across all geographic regions.

“Consolidating our customer support services into a single group improves the flow of information from the pre-sales process through to the post sales process,” said George Schlossnagle, president and CTO for Message Systems. “In addition, having our professional service staff located together further increases the level of support we can provide for the custom products that our customers use with our standard products.”

In tandem with the expansion and consolidation of the customer support team, Alec Peterson has been appointed Director of Technical Services for the Message Systems Support Center. He was formerly Director of Product Development for Message Systems. Peterson is responsible for directing Message Systems’ technical support, professional services and pre-sales support worldwide and for ensuring a unified engineering message across all technical touch points.

“Alec is absolutely the right person to manage our new support center,” said Schlossnagle. “His incredible knowledge of Message Systems products and his deep understanding of IT environments and the challenges organizations face when implementing email systems will serve our customers well.”

With the Message Systems Support Center now located on the West Coast, the company has expanded its operating hours for Basic Support subscribers to 9 am ET through 8 pm ET, Monday through Friday, and is providing support from 9 am to 8 pm across eight time zones. Gold Support subscribers have access to Message Systems technical support staff every day of the year, 24-hours a day. Product support is available worldwide.

### **About Message Systems**

Founded in 1997, Message Systems is a worldwide provider of email software solutions and services for email service providers (ESPs), Internet service providers (ISPs) and large enterprises that need to manage the delivery of large amounts of business-critical email. Through a combination of technology, partnerships and intellectual capital, Message Systems offers a family of software solutions and services that address the email infrastructure and deliverability needs for organizations ranging from regional businesses to the Global 2000. With the most powerful

Message Transfer Agent (MTA) on the market supporting more than 100,000 concurrent connections per server, Message Systems gets millions of unique messages to the right place at the right time. Headquartered in Columbia, Maryland, Message Systems has a network of channel partners in North America, Europe and Asia. For more information, go to [www.messagesystems.com](http://www.messagesystems.com).

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