

PRESS RELEASE

September 2009

ARISE win major European Support contract with USA company that is ranked in the Top 100 Inc Magazine.

ARISE have been awarded a major European support contract with a Californian company to manage their complete sales support solution for the European market. The decision to develop the European market was based on the back of their successful growth in the US over the past number of years. They appointed ARISE because of their 10 years experience in the industry, their strong blue chip portfolio of existing clients and Arise's team of people that have a very positive "can do" attitude.

The services ARISE will be providing to their client are,

- Direct fulfillment to European Distributors, Retailers and E-Tailers.
- Provide Multi-Lingual customer Care and Technical support across 40 different skus
- Managing the communication on the deliveries into the channel market
- Providing European financial services.
- Handling all RMA's from Retailers, E-Tailers, Distributors and end users with an effective RMA procedure where Arise's Agents have identified an issue with the hardware.
- Consolidation of these returns from various locations resulting in significant savings for the client and in addition returning the product to their European fulfillment centre in Ireland.

- Repair faulty product returns, repack and return to the market for resale.
- Managing the European customs clearance for product coming into the European market.

Everyone at Arise is excited about this new contract. Joe Cahalane Managing Director of Arise said that the winning of this contract demonstrates ARISE's excellent capabilities in being able to attract new clients in the development of their revenues in the European market. He is looking forward to other new contracts being announced in the very near future.