



CUSTOMER SYSTEMS

Press Release

For Immediate Release

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Customer Systems, Inc. Receives ACT! Certification

Scottsdale, AZ — November 19, 2003 — Customer Systems, Inc. announced today that the company is now an authorized ACT! business partner. As an ACT! business partner, Customer Systems will provide sales, implementation, training, and support for this popular contact management software.

"We believe that by adding ACT! to our portfolio, we are able to offer our customers a full range of customer relationship management software," said Mike Hoffler, president of Customer Systems, "ACT! is an ideal solution for small and mid-sized companies that may not be ready for a full CRM solution, but still require a feature-rich and powerful contact management system."

ACT! is the number one best-selling contact management solution, used by millions and praised by experts around the world. ACT! is easy to use, tracks all relevant data concerning contacts and customers, and allows multiple people within a company to access and share the information.

"We are very pleased to have Customer Systems join the ACT! partner program," said Greg Head, Best Software senior VP and general manager, "They have perfected a successful business model selling and implementing CRM solutions, including Best Software's SalesLogix. Customer Systems' experience and expertise, and their commitment to customer satisfaction combine to make them a valuable addition to the ACT! partner program."

"Many customers that begin with a contact management system like ACT! seek to migrate to a full CRM solution as their business grows or requirements change," explained Mr. Hoffler. "Our expertise with the award-winning SalesLogix CRM solution, means that throughout their growth, our customers can continue their relationship with the firm they have come to trust."

About Customer Systems, Inc.

Customer Systems is a leading provider of Customer Relationship Management (CRM) solutions. Our products and services allow companies to take advantage of emerging market opportunities to drive business, improve efficiencies, and positively affect the bottom line. By providing excellent customer service, best of breed technologies, and market-leading experience, Customer Systems successfully enables leading companies of all sizes to increase sales, maximize efficiencies, and grow market share.

For more information, please visit www.customersystemsinc.com
or call (480) 941-1955, toll free at (877) WEDOCRM.