



Falcon eCRM Wins Coveted ISM Award for Tenth Consecutive Year !

ISM Award Honors Top CRM Software Packages Worldwide

BETHESDA, MD, March 21, 2005 – Falcon Computer Solutions Inc. announced today that its Tibco v9.2 was selected by ISM Inc., Customer Relationship Management (CRM) strategic advisors, as a Top 15 CRM (Enterprise) Software Award for 2005. This is the 10th time that ISM has selected Tibco eCRM v9.2 to ISM’s Top 15.

“The Top 15 CRM Awards, which serve as the standard for comprehensive CRM software, have evolved since 1990—when ISM began the Awards—to be the industry benchmark,” said Barton Goldenberg, founder and president of ISM. “The software industry’s strong user-focus is moving to the future with wireless applications leading the way.”

Tibco v9.2 was chosen after intensive testing by the ISM Software Lab at its Bethesda, Md.-based headquarters. Each package was rated according to 211 selection criteria, including 109 business functions, 49 technical features, 36 implementation capabilities and 17 user-support features.

“Falcon Computer Solutions, Inc. is to be praised for obtaining the Top 15 honor as ISM’s software selection process is strenuous and comprehensive,” said Goldenberg. “Falcon Computer Solutions, Inc. is among the leaders of the CRM industry.”

The Top 15 selections are featured in ISM’s 13th edition of *The Guide to CRM Automation* and in a Top 15 CD available at (www.ismguid.com).

ABOUT ISM

Founded in 1985, ISM Inc. offers strategic advisor services to organizations planning and implementing Customer Relationship Management and Real-Time Enterprise initiatives. ISM publishes the annual *The Guide to CRM Automation* and Top 15 CRM software reviews. Barton Goldenberg, founder and president of ISM, authored *CRM Automation* published by Prentice Hall and is a columnist for a number of publications, including *CRM Magazine*. ISM private sector clients include AAA Mid-Atlantic, ExxonMobil, IBM, McGraw-Hill, Nike and United Way of America and United Way of Toronto; ISM’s government clients include the Department of Defense and the US Postal Service.

