

ShoreGroup Awarded Patent for Advanced Systems Management Event Analysis

ShoreGroup's flagship CaseSentry Systems Management solution utilizes patented technology to monitor, diagnose and document issues in converged networks

NEW YORK, NY. April 18, 2006 – ShoreGroup, Inc., a leading provider of converged network and high-availability management solutions, today announced that it has been awarded a patent from the United States Patent and Trademark Office. This patent, entitled “Method and Apparatus for Identifying Problems in Computer Networks,” was issued on April 11th, 2006. ShoreGroup's US 7,028,228 patent is the first in a series of allowed patent applications to be issued by the United States Patent and Trademark Office this year, and is directed to various aspects of the company's flagship CaseSentry® systems and application availability management solution.

CaseSentry's architecture provides a powerful foundation from which a variety of systems and application management capabilities are performed, including monitoring, diagnosing and documenting problems among a plurality of devices and processes in a complex network environment. The capabilities reside on a single platform that contains the fully integrated service management and systems management capabilities that organizations need to effectively manage and support their vital networked systems and applications, converged communications, contact centers and complex end-to-end business process transactions. The CaseSentry Systems Management solution is available as part of a comprehensive, cost effective management service solution that includes systems management consultation, implementation, maintenance and change administration.

The claims of this patent are directed to various aspects of the algorithms utilized by the CaseSentry Systems Management solution to manage network devices, applications and objects. The patent covers the process by which the CaseSentry application utilizes periodic polling and collection of object-generated trap data to monitor the status of objects in a networked environment, and specifically to the technique of verifying the abnormal status of an object before opening a case in its case management system and generating notification alerts. CaseSentry's patented architecture substantially reduces the number of non-root cause error reports within a network hierarchy and simplifies the task for support personnel to quickly and accurately identify the root cause of a problem.

David Lovy, ShoreGroup's Chief Engineer, Brant Fagan, Sr. Software Developer and Robert Bojanek, Executive Vice President, co-developed this ShoreGroup patent. All are members of the team engaged with the CaseSentry Systems Management solution since design and development commenced in 1999.

Commenting on the patent, Robert Kennedy, ShoreGroup's President and CEO said, “We have not taken the traditional approach to high-availability management, and this patent is at the very core of our unique approach in identifying and pinpointing problems and anomalies in today's

networks. CaseSentry's innovative architecture has been conceived and developed by an engineering team having extensive real-world systems management experience, which ensures that our capabilities target the specific requirements that organizations have in managing their complex networks. As part of CaseSentry's overall Operational Services Automation process, this patented capability of monitoring and identifying real issues is a key component in maximizing the effectiveness of support personnel, allowing them to respond quickly to problems and eliminate or minimize the impact to critical business processes. To date, CaseSentry has been successfully employed within several of the nation's largest enterprise and service provider networks."

About ShoreGroup, Inc.

ShoreGroup is an employee owned converged solutions provider delivering management applications, operational maintenance services and infrastructure professional services. As a Cisco Gold Certified Partner with IP Communications Specialization, and a Cisco IP Contact Center (IPCC) Enterprise Advanced Technology Provider (ATP), ShoreGroup designs, deploys, maintains and develops leading management applications for high availability converged networks and customer contact centers. Technology expertise includes IP Telephony, VoIP, communications systems and applications, systems and network management, LAN/WAN, physical layer infrastructure and wireless. Founded in 1999, with over 300 global and national customers, ShoreGroup is based in New York City and Syracuse, NY.

ShoreGroup is a trademark, and CaseSentry is a registered trademark of ShoreGroup, Inc. All other marks are property of their respective owners.

April 18, 2006

FOR: ShoreGroup, Inc.

CONTACT: Glenn Yeeles
gyeeles@shoregroup.com

ShoreGroup, Inc.
The ShoreGroup Building
460 West 35th Street
New York, NY 10001
(212) 364-6800