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**EPIPHANY ANNOUNCES e-Dispatch SUITEAPP FOR  
NETSUITE'S SUITECLOUD COMPUTING PLATFORM**

**New SuiteApp Can Help NetSuite Customers Improve Margins by  
Reducing the Time and Costs of Assigning Technicians for Customer Service**

**SAN FRANCISCO, May 12, 2011** – Epiphany Inc., a leading vendor of on-demand business management software for mid-size and large companies, today announced its new e-Dispatch NetSuite application for NetSuite's SuiteCloud Computing Platform. E-Dispatch lets the user assign a technician to a work order, based on skill-set, location and availability, through a simple drag-and-drop interface. The SuiteApp can help NetSuite customers improve profit margins by reducing the time and costs associated with field service, new equipment installation, and other tasks.

The announcement was made today at SuiteWorld 2011 - NetSuite's inaugural conference designed for NetSuite customers, solution providers, independent software providers, developers and system integrators. SuiteWorld 2011 is being held in San Francisco.

NetSuite's SuiteCloud is a comprehensive offering of on-demand products, development tools and services designed to help customers and commercial software developers take advantage of the significant economic benefits of cloud computing. The complete SuiteCloud offering includes NetSuite's multi-tenant, always-on SaaS infrastructure; the NetSuite Business Suite of applications for Accounting/ERP, CRM and Ecommerce; and comprehensive development tools to create on-demand business applications on top of NetSuite.

"The overhead of dispatching technicians into the field can place a severe burden on costs," says Brenda Brinkley, CEO of Epiphany. "E-Dispatch pulls information from human resources and customer service and makes it simple for the dispatcher to match the technicians with the job. This can help save time, lower costs, and improve customer service."

E-Dispatch features a dispatcher-board interface to display a geographical map view of work orders, both assigned and unassigned, as well as technicians, status, schedules, and other relevant detail. Dispatchers can drill into each technician's information to learn work order assignments, unassigned status, availability for current shift, on-call status, unavailable status, location, and skill-set. To complete the assignment the dispatcher drags-and-drops the technician's name to the work order.

**Working with NetSuite**

The SuiteApp installs quickly because e-Dispatch automatically pulls enterprise information from NetSuite's database. E-Dispatch can run on any NetSuite user platform, including the iPhone.

There's no need for separate screens or systems; the dispatch team can save time and costs through more efficient scheduling processes.

“Dispatching is often complex and the way field services organizations optimize the assignment of work-orders can have a significant impact on customer satisfaction and the bottom,” says Guido Haarmans, Vice President Developer Programs and Business Development at NetSuite. “e-Dispatch helps streamline the process so NetSuite customers can boost efficiency by eliminating errors and wasted time.”

Visit [www.suiteapp.com](http://www.suiteapp.com) for more information about NetSuite applications.

### **About SuiteCloud**

NetSuite's SuiteCloud is a comprehensive offering of cloud-based products, development tools and services designed to help customers and commercial software developers take advantage of the significant economic benefits of cloud computing. Based on NetSuite, the world's most widely used cloud computing business management suite, SuiteCloud enables customers to run their core business operations in the cloud, and software developers to target new markets quickly with newly-created mission-critical applications built on top of mature and proven business processes. The complete SuiteCloud offering includes NetSuite's multi-tenant, always-on SaaS infrastructure; the NetSuite Business Suite of applications (Accounting/ERP, CRM and Ecommerce); the NS-BOS Development Platform; the SuiteCloud Developer Network (SDN), a comprehensive developer program for Independent Software Vendors (ISVs); and SuiteApp.com, a single-source online marketplace where customers can find applications to meet specific business process or industry-specific needs. For more information on SuiteCloud, please visit <http://www.netsuite.com/developers>.

### **About Epiphany**

Epiphany, Inc., a Solution Provider and SuiteCloud Developer Network partner of NetSuite Inc., a leading vendor of cloud-based business management software suites for mid-market enterprises and divisions of large companies, is a Platinum Sponsorship of NetSuite's SuiteWorld 2011. For more information on Epiphany, visit [www.epiphanyinc.net](http://www.epiphanyinc.net)

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