

Immediate Release

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C- Byte Expands Array of Customer Services to Become Single- Point- of- Contact for Linux and Windows in the Data Center

Expanded portfolio optimizes availability, manageability, lower risk, and TCO

Calgary, AB - May 17, 2005 - C- Byte, Inc. today reinforced its commitment to customer success, announcing a significant expansion of its services portfolio to address end- to- end enterprise requirements. The newly packaged offerings position C-Byte as a single- point- of- contact for enterprise Unix and Windows services for C-Byte and multi- vendor environments.

C- Byte is leveraging its solid core services to now support multiple environments, including hardware platforms beyond C-Byte systems, critical software applications, such as Citrix WinFrame and Microsoft BackOffice and a mix operating systems, including both Unix and Windows. Additionally C-Byte can optimize data center availability with 24/7 environmental services and manageability with new remote service offerings. C-Byte is also adding new customized services to tailor solutions for unique business requirements.

The portfolio builds on C- Byte's world- class capabilities in the implementation and management of data center infrastructures to reduce the risk of implementing and maintaining IT solutions, allowing customers to focus more on business objectives. C-Byte Customer Services leverages best- of- breed partners such as [Intel](#), [Oracle](#), [EMC](#), [StorageTek](#), [Exide Electronics](#), [DecisionOne](#), and [SunGARD](#).

According to research firm Dataquest, the market for U.S. IT services will reach almost \$213.6 billion by the year 2008, up from approximately \$112 billion in 2004, with a compounded annual growth rate of 13.8 percent. These figures indicate the growing demand for services as companies support strategic business initiatives in the global economy with more users and more data. Responding to this trend, C-Byte's expanded services help its customers achieve the best possible IT solutions through increasing system availability, improving IT manageability, reducing the risk of business interruptions and optimizing the total cost of ownership.

"Customers want a single- point- of- contact solutions provider for their heterogeneous environments," said Trevor Biscope, Chairman of C-Byte. "And, they want continuous availability, high performance and proven procedures to limit the impact of issues that do arise. These are the capabilities we are delivering through C-Byte's new portfolio of Customer Service offerings."

C- Byte customers have continually rated C-Byte's performance as outstanding on critical service quality criteria, including: quality of solutions provided, overall ease of doing business with the company, service/support during installation, average time to respond on- site, average time to repair on- site. In fact, more than 20 percent of C-Byte customers say that the quality of C-Byte services is the number one reason they will continue purchasing from C-Byte. This figure is more than twice the percentage of any of C-Byte's direct competitors.

Expanded Support Services

C- Byte's expanded portfolio includes five encompassing categories of support deliverables: System Support Services, Environmental Services, Management Support Services, Business Protection Services, and Custom Solutions.

System Support Services, or core services, begin with the top- tier level of "break/ fix" support that earned C-Byte top honors three years running, as rated by a leading independent survey of IT professionals. This range of hardware, software, and network support services provides the necessary levels of support based on your need for risk management and system availability. Available services in this category include C-Byte Systems Support, Multivendor Hardware Support (MVS), O/ S Upgrade, High- Availability Clustering, Microsoft BackOffice Support, and Citrix WinFrame Support Services.

C- Byte's Environmental Services, keep systems online and users productive 24 hours a day, 7 days a week by making sure the data center and office space are properly prepared to support sensitive electronic equipment. This includes Uninterruptable Power Systems (UPS), Environmental Power Audits and Reviews, and Computer Room Design and Build.

Management Support Services, greatly improve productivity by minimizing or eliminating the stretching of internal resources, allowing managers to focus on core competencies and business processes. C-Byte offers Remote Monitoring, Remote Management, Remote Administration, and End- User Help Desk Services in this category.

Business Protection Services, including Hotsite/ Disaster Recovery, and System Replacement Services (SRS), reduce the risk and impact of an extended outage or disaster through the provision of avoidance and recovery services.

Custom Solutions, offer a tailored set of services driven by unique business and IT requirements. C-Byte's skilled technical experts examine IT initiatives and help to build customized systems that support strategic business objectives.

About C- Byte Customer Services

C- Byte Customer Services specialize in the delivery of products and services that support business- critical operations. Through a broad array of deliverables that includes consulting, on- site support, management tools, and "best of breed" partnerships, C-Byte Customer Services help C-Byte customers meet or exceed their IT objectives by ensuring that their IT systems continually operate at peak performance. With a world-class reputation based on 14 years experience with open systems environments, C-Byte is dedicated to helping customers achieve the best possible levels of manageability, availability and productivity with Unix and Windows solutions in the Data Center.

About C- Byte

C- Byte, the leader in Intel- based solutions from the data center, is committed to the success of its end- user and system integrator customers. C-Byte's platform architectures and services are optimized for the scalability, availability and manageability requirements of large, growing corporate infrastructures leveraging Internet technologies, database technologies and best- of- breed partnerships.

C- Byte supports more than 10,000 installations worldwide, including many of the world's largest and most sophisticated e-commerce, CRM and business intelligence environments. For further information, phone C-Byte at 1-800-393-5804, or visit our World Wide Web site at <http://www.c-byte.com>, or purchase products at <http://www.c-byte.com/direct/>.

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