

# Concord strengthens UK partner programme with Abilitec

Submitted by: Pleon

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London, 22 September, 2003 – Concord Communications (Nasdaq: CCRD), today announced that Abilitec, a leading European OSS/BSS solutions provider, is the latest partner to join the Concord Authorised Reseller (CAR) programme in the UK. The CAR programme is designed to support resellers by providing a standardized methodology as well as the training and tools necessary to capture a greater share of the growing application availability and performance market. Additionally, Concord's formalized reseller programme ensures quality and consistency in the delivery of Concord products and services around the globe.

By partnering with Concord, Abilitec is able to integrate the eHealth Suite with existing products in its portfolio to optimise application performance and availability across networks and systems.

"Working with Concord enables us to extend our presence as an OSS/BSS integrator that differentiates its offerings through a best-of-breed approach with the eHealth Suite representing our hallmark performance and availability management solution," said Mark Cowan, managing director of Abilitec. "We strive to bring real business benefits to our customers through the solutions we sell, and the proven success of the eHealth Suite, in both the service provider and enterprise markets, makes Concord an ideal partner."

Concord will leverage Abilitec's expertise in service level management to ensure that customers enjoy continued levels of productivity, meet SLAs and achieve their business goals.

"Concord is expanding its presence in the UK through the CAR programme by identifying and training key strategic reseller partners such as Abilitec to meet the growing industry demand for end-to-end infrastructure management from both enterprises and service providers," said Nigel Pugh, UK country manager, Concord. "We see the Abilitec staff as an extension of the Concord team, and are committed to developing this relationship through continued training over the long-term."

For further information on Concord and the Authorised Reseller programme visit [www.concord.com](http://www.concord.com)

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## About Abilitec Limited

Abilitec Limited is a specialist OSS/BSS Integrator with a specific focus on service assurance and workflow management. The Abilitec business model concentrates on the integration of best of breed software products to provide best of breed solutions. Abilitec knows that at the heart of OSS/BSS is the ability to capture, manage and manipulate corporate data so that organisations can deliver their business goals. If one can achieve this then many aspects of network and service level management can be addressed. Operational tasks such as fault management, escalation, customer communication and management reporting can all be solved.

Abilitec consultants understand the issues surrounding OSS/BSS and have many years of experience in the

integration and operation of such systems. All consultants have real experience based upon many years working with many different environments. This, in conjunction with our focused approach, makes Abilitec “expert” in our chosen markets.

This unique combination allows Abilitec to give its customers tailored solutions that can provide a real competitive edge to their business. Abilitec is committed to continued customer support through innovative value added programmes and technological innovation.

[www.abilitec.com](http://www.abilitec.com)

#### About Concord Communications

Concord Communications, Inc. (Nasdaq: CCRD) is an industry leader in optimizing application performance and availability across networks and systems. Concord’s approximately 3000 customers worldwide use the eHealth Suite as the software solution to manage their IT infrastructure to drive profitable business operations, reduce costs, and increase competitive positioning.

Concord is headquartered in Marlboro, Mass. For more information on Concord, call 1-800-851-8725 or visit Concord on the Web at [www.concord.com](http://www.concord.com). Concord Communications, Inc., the Concord logo and eHealth are trademarks of Concord Communications, Inc. All other trademarks are the property of their respective owners.

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