

## **eBridge enhances after hours Technical Support with 24/7 access to a representative for integration issues.**

**BURLINGTON, Ontario (July 7, 2009)** – eBridge customers requiring assistance with their business integration software will now be able to reach a company representative at any time of the day or night, according to the company’s newly announced “24/7” support policy. The announcement gives eBridge customers the ability to speak with a company representative outside of regular business hours if they should encounter any integration issues between the hours of 9 PM and 7 AM EST.

“We respect our clients’ time and understand the importance of swiftly resolving any issues that may arise with their EDI, Webstore, CRM or Supply Chain Management business integration software,” said Natalie Beauchamp, Manager of Technical Services. “That’s why we’re announcing another layer of support interaction, to handle any of their mission critical support inquiries. With our new 24/7 support, our clients will now have access to a representative after hours.”

eBridge clients wishing to take advantage of this new level of support can call 1-905-631-8057 between the hours of 9 PM and 7 AM EST to speak with a live representative, who will create a support ticket and document the details of their inquiry. Alternatively, clients can reach the after-hours support desk by sending an email to [afterhours@ebridgesoft.com](mailto:afterhours@ebridgesoft.com).

“Enabling another tier for support shows our continued commitment to our customers,” said Mrs. Beauchamp. “It’s yet another way that we back up our business integration software and services.”

### **About eBRIDGE Software**

eBRIDGE Software, founded in 1993, leads the small medium sized (SME) market in accounting software integration. Our powerful combination of Integration-as-a-Service (IaaS) ePortal—including over 250 predefined connectors for EDI, ecommerce, CRM, and warehouse management—and our eBRIDGE adapters with over 35+ accounting packages, makes eBRIDGE Software the only last mile integration-as-a-service company to offer the widest range of integration possibilities in the market today. This complete and flexible integration solution streamlines your business processes, saving you time and money. For more information [visit www.ebridgesoft.com](http://www.ebridgesoft.com) [an EDI | CRM | SCM and Web store front business software integration company](#).

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