

PRESS RELEASE

For Immediate Release

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2009 ISN Vendor Meeting Results Announced *Meetings Continue to Expand Globally for ISN Vendors*

DALLAS, Texas (January 22, 2010)— ISN announced today the 2009 year-to-date completion of 306 Vendor Help Desks, Users Group Meetings and Conformance Help Desks. The meetings were held in 29 US states, 6 Canadian provinces and 4 Australian states; resulting in over 5,700 Vendors attending.

“We are proud of having met face-to-face with a significant number of our customers throughout North America and Australia in 2009,” stated Joe Eastin, President of ISN. Eastin attributed the success of the program to, “the hard work and dedication of our Owner Clients and Vendors who assisted in hosting and attending the meetings. We plan on building upon this success in 2010 and look forward to strengthening our customer relationships through concentrated, personalized support.”

Vendor Help Desks provide one-on-one support between an ISN Representative and a Vendor to discuss their Owner Client requirements as well as value-added benefits included within their ISNworld account.

Users Group Meetings are designed to promote best practices, provide a platform for learning new and existing ISNworld functionality and to offer an opportunity for Vendor feedback. Vendors also gain networking opportunities amongst their peers and Owner Clients across multiple industries. The ISN Team also demonstrates the Owner Client perspective to educate attendees on the Vendor management process. This presentation shows Vendors how to leverage the marketing tools included in their account to promote their company amongst over 135 Owner Clients in ISNworld.

Conformance Help Desks provide an opportunity for a Vendor to receive assistance from an ISN Representative and the hosting Owner Client. These meetings place an emphasis on fulfilling Vendors' outstanding Owner Client Requirements and increasing overall Vendor conformance.

ISN plans to continue the success of their Vendor meetings program. This will include hosting Help Desks, Users Group Meetings and Conformance Help Desks for ISNworld Vendors throughout the United States, Canada, and Australia. The 2010 plan will also consist of new sessions targeted toward more advanced users of ISNworld, highlighting the additional benefits and functionality of an ISNworld Vendor account.

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