



## Press Release

### Six 9s Conducts Customer Service Assessment for MontaVista Software

**Scottsdale, Arizona, April 1, 2004** – MontaVista Software, Inc. of Sunnyvale, California has retained Six 9s Associates, Inc., a full-service, customer research firm, to design and conduct MontaVista Software's customer service assessment process. As part of the design, Six 9s has interfaced its customer service survey initiation technology with the Siebel Customer Relationship Management (CRM) system used by MontaVista Software. This allows information about a closed service request stored in the CRM system to be passed on to the survey results database to enrich the post survey analysis.

#### **About Six 9s Associates, Inc.**

MontaVista Software provides an Open Source platform allowing system designers to innovate across a wide range of inter-connected intelligent devices and communications infrastructures. MontaVista Linux is a universal development platform that helps customers differentiate their products and get to market faster at lower overall development costs. MontaVista Linux is the preferred choice of some of the world's largest corporations.

Visit the MontaVista Software web site at [www.mvista.com](http://www.mvista.com).

#### **About Six 9s Associates, Inc.**

Six 9s is a full-service, customer research firm that plans, designs, and conducts customer satisfaction, customer service, and customer requirements assessments and surveys. The results help clients achieve success by delivering powerful and actionable information about their customers and markets. Founded in 2001, Six 9s is headquartered in Scottsdale, Arizona.

#### **Contact Information**

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***For Immediate Release***