

For immediate release

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## **EUNETWORKS LAUNCHES NEW RELEASE OF ONLINE CUSTOMER CARE SYSTEM APAMS!**

IN-HOUSE DEVELOPED, WEB BASED TOOL FOR REAL TIME MONITORING

**Frankfurt, Germany – 20 May 2008** – euNetworks, (SGX: H23.SI), Europe's foremost provider of mission-critical, extreme performance and capacity data services to large corporates, carriers and services providers, today announced the latest release of APAMS! (Automatic Pro-Active Monitoring Service), euNetworks' unique, in-house developed Network Management System for real time management and monitoring of customer networks and server infrastructure.

euNetworks delivers mission critical communications with up to 99.999% Service Level Agreements, immediate response and real time updates through the complete ownership of end2end fiber optic network infrastructure. In addition to 24x7 Network Operations Center (NOC) services, euNetworks' customers are provided with individual access to euNetworks' secure online customer care system APAMS!. Originally created as a standard monitoring tool, APAMS! v4.0 has now become a sound system for managing and monitoring network and server infrastructure. This unique software service enables euNetworks' clients to access information such as service performance, equipment status and networking resource utilisation, with the ability to open and monitor trouble tickets via a secure web interface. Clients can pro-actively observe their server infrastructure via the server monitoring system; exceptional circumstances such as equipment alarms are automatically notified via email or text messaging, enabling clients with improved fault diagnostics.

“We provide end2end network provisioning, monitoring and management of our clients' networks at all times. Our NOC team comprises experienced technical support agents who

are highly skilled in dealing with critical situations. APAMS! v4.0 is the ideal software service to additionally support our 24x7 network monitoring, delivering our clients an in-house developed solution for highest levels of security and availability," said Albrecht Kraas, Chief Technology Officer of euNetworks.

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### **About euNetworks**

euNetworks is Europe's foremost provider of mission-critical, extreme performance and capacity data services. We serve large Corporates, Carriers and Service Providers door2door. All our services are delivered over our wholly owned billion pan-European all-fiber optic network. Our infrastructure uniquely combines 'long-haul' inter-city network linking Europe's largest economies, with high density 'last-mile' metropolitan fiber networks in 15 of Europe's leading cities. euNetworks' product set ranges from On-Demand Networking and Solutions to Bespoke Networking. We have pre-provisioned over a terabit of capacity throughout our network, meaning we can deliver solutions such as datacenter, internet exchange or stock exchange connectivity in hours, not months. euNetworks, a member of the Global Voice Group, is headquartered in Frankfurt, publicly listed on the Singapore stock exchange (SGX: H23.SI). euNetworks is a member of euro-one, a unique collaboration to deliver infrastructure and next generation networking solutions connecting Eastern, Central, Western Europe and North America ([www.euro-one.com](http://www.euro-one.com)). For further information please visit [www.euNetworks.com](http://www.euNetworks.com).