



For Immediate Release

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**MIMOSA PRIMES FOR GLOBAL GROWTH WITH NEW
WORLD-CLASS CENTER OF SUPPORT EXCELLENCE, AVAILABLE 24X7**

Mimosa Delivers Innovative “Follow-the-Sun” Global Support, Uniquely Embeds “Call-Home” Capabilities within Its Software, and Names Christopher Zang, Vice President, Customer Support & Services

Microsoft TechEd, Booth # 151, Boston MA. — June 13, 2006 — Mimosa Systems™, a leader in unified information management solutions for enterprise content, today announced the availability of its multi-location Center of Support Excellence. The new center provides 24x7 support services for global customers of Mimosa NearPoint, a next-generation archiving, data protection, and disaster recovery solution that assures email continuity and regulatory compliance.

Delivering “follow-the-sun” support services to Mimosa customers, regardless of their location, the Mimosa Center of Support Excellence provides fast “first line” support as well as highly technical support for instances that require escalation to leading Exchange experts. Mimosa has also introduced carrier-class enterprise support capabilities in the Mimosa NearPoint software itself, such as “Call Home” which monitors and automatically notifies the Mimosa support team of potential issues, enabling Mimosa to proactively resolve them before the customer is faced with the problem.

“The Mimosa customer support team is one of the most impressive support organizations I’ve had the pleasure to work with,” said Vernene Scheurer, Computer Systems Administrator, Washington State University Puyallup Research & Extension Center. “Through various installation and configuration changes, the Mimosa support team has always been quick to respond, and has really demonstrated true enterprise-class support expertise. Mimosa’s automated ‘Call-Home’ capability for proactive diagnosis of potential problems is an example for other leading enterprise software vendors to emulate. I have come to rely on them as part of our internal team of Exchange experts, ensuring the quick and successful deployment and operation of NearPoint in our organization.”

To lead its state-of-the-industry support organization, Mimosa has recently added client services expert, Christopher Zang as vice president customer support & services. With over 15 years of experience in the software industry, Zang joins Mimosa from AXS-One where he served as the vice president of client services, responsible for customer support operations, training, documentation, and Q/A. Prior to AXS-One, Zang built the multinational support and technical services organization for IXOS Software (now OpenText) and he has held support positions with leading global organizations, including Siemens and Nixdorf Computer AG. Under Zang’s guidance, Mimosa will continue to build the information management industry’s leading support organization.

“As active email archiving products become more complex, as email archives grow, and as the need to use the information in those archives becomes more mission-critical, strong customer support services becomes increasingly important,” said Carolyn DiCenzo, Research Vice President, Gartner. “Vendors that provide enterprise-class customer support in combination with innovative approaches to managing the complexity of storage environments will distinguish themselves as leaders and delight customers.”

The Mimosa customer support vision is to leverage technology as a way to enhance the one-on-one customer experience. Technologies combined with processes serve to speed resolution of customer service issues. The investment Mimosa has made in the world-class customer support infrastructure includes the following services:

- **Enterprise Supportability:** Mimosa NearPoint is designed for enterprise class supportability with features that are typically found in carrier-class telecommunications and hardware systems and not software products. The “Call Home” capability monitors the Mimosa email management system and automatically sends an alert to the Mimosa support team when it observes environment dynamics that may cause a potential NearPoint system issue. This allows the Mimosa support team to proactively resolve issues before the customer is aware of the problem and before end-users are impacted.
- **24x7 Technical Support:** Regardless of the customer’s location, Mimosa customer support is ready to help with a “follow-the-sun” team of experts that range from “first line” technical support representatives to highly skilled Exchange experts that have the deep development expertise to solve any issue.

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- **Customer Support Portal:** Mimosa enhances its customer support services with a wide range of expert resources and technical documentation, available exclusively to customers and partners through the Mimosa customer support portal.
- **Leading Professional Services Team:** Mimosa's team of Professional Services experts work hand-in-hand with customers to manage the deployment process and provide assistance with configuration, best practices, customization and education.

"Our vision for Mimosa is to be a different company – a company that is close to our customers and responsive to their needs," said T.M. Ravi, president and CEO, Mimosa Systems. "As we expand our solution to address customers' information management needs beyond email, we are dedicated to building an innovative, world-class support infrastructure that reinforces the partnership we have established with our customers around the globe."

About Mimosa NearPoint

Mimosa NearPoint addresses critical customer requirements around email information archiving, eDiscovery, regulatory compliance, recovery and storage optimization. Mimosa NearPoint provides immediate mailbox and message recovery, disaster recovery, email archiving and self-service search and access in one solution. By leveraging cost-effective storage, NearPoint also optimizes email storage and reduces overall infrastructure costs.

About Mimosa

Mimosa Systems, Inc. delivers next-generation information management solutions for information immediacy, discovery and continuity. Mimosa NearPoint™ for Microsoft® Exchange Server is the industry's most comprehensive information management software solution for Microsoft Exchange, unifying e-mail archiving, recovery and storage optimization. NearPoint assures e-mail continuity and regulatory compliance, while leveraging cost-effective disk technologies to optimize e-mail storage growth. Mimosa is a Microsoft Gold Certified Partner recognized for its competencies in Networking Infrastructure Solutions and ISV Software Solutions. Mimosa is a privately held company whose investors include August Capital, Clearstone Venture Partners, Dot Edu Ventures and JAFCO Ventures. Mimosa was founded in 2003 and is based in Santa Clara, California and Pune, India. For more information see www.mimosasystems.com.

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