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***For Immediate Release***

**DT Research and Xperience Mobilize  
KN Network Services' Workforce**

***KN Network Services Engineers Use WebDT Mobile Tablets to Create  
'Broadband in a Van' for British Telecom Installations***

**SAN JOSE CALIF., and LONDON – November 3, 2008** - DT Research™, Inc., an industry leader in the development of information appliances for vertical markets, and Xperience, a leading UK Information Technology systems integrator, today announced that KN Network Services (KNNS), a leading service provider to the telecoms industry throughout Ireland and the UK, is using the WebDT Mobile Tablets to empower its workforce with wireless, just-in-time access to information. With the WebDT Mobile Tablets, KNNS engineers have in-the-field connectivity to everything they would access from an office PC, including job orders, schematic drawings, invoices, and customer feedback. The WebDT Mobile Tablets allow engineers to create instant invoices, reduce service errors and significantly increase productivity.

"The guys out on the site now have the same uninterrupted functionality as they would have using an office-based PC...we've got broadband in a van," said Darren Kelly, IT manager at KN Networks. "An invoice used to take four days and three people to manually produce, given the number of channels to go through. Now, the engineer who completes the job also invoices the customer within thirty seconds of completing the job."

In 2004, KNNS secured a major contract with British Telecom to provide asset assurance, cable installation and civil engineering throughout Northern Ireland. The project required engineers to travel long distances to and from field sites and the KNNS office to collect project instructions and work packs. Because KNNS had only one office, the travel time presented a logistical and efficiency issue for the company who had workers leaving the office for work sites at 8am instead of beginning work at that time. Working with DT Research and Xperience, KNNS created 'broadband in a van,' allowing field engineers to connect straight into the KNNS .Net system to close out jobs and invoice customers within seconds instead of days. Since deploying the WebDT Mobile Tablets, KNNS has reduced outstanding invoices by an estimated 74 percent.

Prior to using the WebDT Mobile Tablets, engineers drew rough sketches of site areas they visit onto paper, filled out timesheets manually and reproduced them electronically once in the office. With the tablets, engineers are now able to create schematic drawings on the job and email them back to the office and fill out timesheets directly from the remote server – reducing the duplication of work. Furthermore, because the WebDT Mobile Tablets have wireless broadband connection, customer visits are more easily assigned and scheduled. If a customer is not at home at the time an engineer arrives, the job is automatically put back into the queue using the tablet and is prioritized for the next day.

"Companies today require increased mobility to enable employees to work efficiently and reduce errors through in-the-field data access," said Daw Tsai, president at DT Research. "We are pleased that the WebDT Mobile Tablets have provided KN Network Services engineers with the capability to offer the best service to their customers."



“Companies such as KN Network services with a large mobile workforce need employees to be able to access all of their desktop applications on-the-go,” said Iain O’Kane, group director, Xperience. “We are glad to have been able to provide KNNS workers with the same uninterrupted functionality as they would have using their office-based PC and increase productivity for workers on the road.”

**About Xperience**

Established for over 35 years, the Xperience Group has become firmly established in the IT sector in the UK and Ireland. The company has a team of over 100 personnel dedicated to providing business solutions to corporate and small to medium sized organizations. Serving a client base in excess of 2000, the company offers an extensive portfolio to suit businesses of all sizes.

**About DT Research**

DT Research™ develops and manufactures web-enabled information appliances for vertical applications. The WebDT family of products is based on thin computing platforms for secure, reliable, and cost-effective computing. These systems emphasize mobility, wireless connectivity and touch displays. WebDT products include digital signage systems, wireless tablets, compact modular appliances, and display-integrated information systems. Powered by Windows® Embedded and Windows XP operating systems, WebDT devices offer durability and ease in integration, leading to solutions that can be remotely managed with the user-friendly WebDT Device Manager software. For more information, visit [www.dtresearch.com](http://www.dtresearch.com).

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