



**Eurosoft**

pc reliability solutions

## P R E S S R E L E A S E

### **EUROSOFT BEST BUY DIAGNOSTIC SOLUTION**

BOURNEMOUTH, England. Effective September 19, 2001, Eurosoft (UK) Ltd., a world-wide leader in providing computer diagnostic and process management solutions, announced that it acquired the assets of Sykes Enterprises, Incorporated's ("Sykes") Diagnostic software unit. The Eurosoft and Sykes agreement includes the purchase of the copyrights for the PC Builder and QAPlus diagnostic software range.

"This acquisition is a testament of our continued growth and success in the PC manufacturing and service marketplace," stated Leslie Richards, Managing Director of Eurosoft (UK) Ltd. "We now have the ability to deliver stronger test and process management solutions, which will provide immediate cost savings to PC manufacturers as they build and distribute their PCs world-wide. Now, was the right time to acquire this excellent diagnostic software from Sykes. The IT industry needs to save every penny it can, and our new solutions are aimed to help do just that."

The acquisition expands Eurosoft's range of computer hardware diagnostic solutions, Pc-Check, to meet new, specialized and generic requirements of computer manufacturers and maintenance organizations. In addition to the software, Eurosoft have secured seven positions for the Sykes engineering staff at the new Eurosoft Seattle, Washington office.

Eurosoft's highly acclaimed PC hardware diagnostic software is used throughout the world by PC OEMs, system builders and maintenance organizations. Pc-Check and new PC Builder and QA+ evaluate PC hardware throughout each stage of the PC life-cycle from computer developments, through to manufacturing, support and maintenance services.

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Visit the Eurosoft web site at <http://www.eurosoft-uk.com>

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### **Note to Editors**

### **About Eurosoft (UK) Ltd.**

Eurosoft (UK) Ltd., a private, limited company, located in Bournemouth, England has been providing diagnostic and system management software, and hardware test solutions for PC assemblers, system integrators, and computer service professionals since 1980. Eurosoft's recent acquisition of Sykes Diagnostic software unit, September 19, 2001 extends its diagnostic solution offering for its customer base worldwide. Eurosoft's office locations include Providence, Rhode Island and Issaquah, Washington, USA, as well as the head office in Bournemouth, England.

### **About Sykes Enterprises, Incorporated**

Sykes ("Sykes") (NASDAQ: SYKE), is a global leader in providing customer management solutions and services to technology-enabled companies primarily within the technology, communications, and financial services markets. Headquartered in Tampa, Florida, Sykes operates 41 customer support centers and five e-commerce fulfillment centers throughout North America, Europe, Latin America, Asia and Africa.

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