



EIM International Announces Local Product Support For Its Expanded European, African and Middle-Eastern Customer Base.

EIM International, the leading provider of Hummingbird add-on solutions including WincTools™, DMFolders™ and Crosswind™, has announced that Tutis Diem, a London-based Hummingbird integrator, will provide local product support and training to its customers and partners throughout Europe, Africa and the Middle East.

This agreement will provide EIM clients, resellers and Hummingbird technical staff with access to telephone and web-based support for EIM products during their core business hours – unlike previous support which was only available during EIM’s U.S.-based operating hours.

Joshua Wertheim, founder and President of EIM International said, “As our client and partner base has become more global over the past years, more and more customers demanded access to support when they needed it and did not want to wait for us to open. This announcement adds significant coverage for the three time zones that our European, African and Middle-Eastern customers need, making it possible for them to get help for these mission-critical applications whenever problems or questions arise.”

Peter Lambert, Technical Director of Tutis Diem commented that, “Selecting Tutis Diem as the training and support partner for EIM demonstrates EIM’s commitment to the European, African and Middle Eastern business communities, which are their fastest-growing market segments. Tutis Diem adds real value for their customers, not only because of our expanded time zone coverage, but also because there are different cultural and regulatory requirements that we can meet, and different technical challenges that we see facing customers in this hemisphere.”

Having worked with EIM for many years, Tutis Diem has always seen the EIM tool sets as an integral component of any DM solution, adding value through minimised administration overhead and increased functionality. This value has never been more vital to the market than now. The ever increasing set of regulatory requirements and the need to be able to demonstrate ‘good practice’ in the use of IT systems to both government bodies and clients has made it more important than ever to not only carry out good housekeeping on their DM systems, but also be able to demonstrate it.

Both EIM and Tutis Diem sees that one of the major goals in this alliance is to help demonstrate to existing EIM product users, partners and Hummingbird the real value of the EIM applications, maximising the return on investment in their DM and RM repositories.

About EIM International

Founded in 1994 as Wertheim Inc, EIM International is a leading provider of knowledge and document Management products and services to organisations around the world. EIM International’s management team collectively possesses over seventy years experience with technologies that can shape and strengthen an enterprise. EIM International’s mission is to be the leading provider of technology-based solutions for our clients’ document management and collaboration needs. Our number one priority is customer satisfaction, which we achieve by

providing the highest quality work product and by holding ourselves to the highest ethical values and standards of integrity in our industry.

Contact: Debbie Parrish

Debra S. Parrish

Director of Business Development

EIM International

t 212.413.8640 | f 212.413.8699

w www.EIMintl.com | e Debra.Parrish@EIMintl.com

About TutisDiem

In recent years a number of high profile incidents have caused a prolific increase in regulatory and compliance requirements. Many firms now find themselves open to risk from non-compliance to Government or European directives, and at a competitive disadvantage due to an inability to meet their clients compliancy needs. Tutis Diem was formed to bring to market the required domain expertise and skills necessary to help companies identify their current areas of risk and help to develop solutions that maximised their marketing opportunities whilst minimising disruption to their daily operations. Tutis Diem offers a range of services from compliancy advice, compliancy auditing, system design and deployment. Our goal is to minimise our clients' risk while maximising their market potential.

Contact: Nicholas Cooper

Director

Tutis Diem Limited, Regents Place, 338 Regents Place, London, NW1 3BT

Tel: +44 (0) 20 7544 8533 | F: +44 (0) 20 7544 8401

w www.tutisdiem.com | e <mailto:nickcooper@tutisdiem.com>