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FOR IMMEDIATE RELEASE

## **CMMS Provider eMaint Enterprises Adds Professional Services Manager to Satisfy Increased Customer Demand for Services**

Marlton, NJ September 13, 2011- eMaint Enterprises, a growing provider of innovative Computerized Maintenance Management Solutions (CMMS) for over 25 years, is pleased to announce the addition of Maggie Kowalski to the newly created position of Professional Services Manager. This position was created to meet the increasing demand from its client base of over 4900 users worldwide for ongoing training, consultative services and support. Hannelore Fineman, eMaint EVP notes, "Through the addition of Maggie Kowalski as professional services manager we will be taking a deeper look into how we continue to deliver the highest quality services to our expanding client base of maintenance professionals worldwide to meet their ever-changing needs."

Kowalski joins eMaint after serving as a senior customer success representative at Wordstream, an emerging provider of on-demand software to marketing professionals. During her tenure at Wordstream, she developed and formalized their client services department, processes and service packages. Through a dedication to customer success, Maggie transformed the services offerings at WordStream, a SaaS start up company, dramatically reducing customer churn.

Brian Samelson, CEO and Founder of eMaint Enterprises, was an early adopter of on-demand software, launching an online version of its maintenance management solution, eMaint X3 CMMS, in 2001. eMaint began offering on-demand training in 2007 with the launch of eMaint University, an online training and learning portal. Earlier this year, three new start-up service packages were added to eMaint University and have enjoyed rapid adoption.

Maggie will focus on how to efficiently deliver ongoing value to eMaint customers through both



on-site and remotely-delivered training and consulting to clients in all stages of their life-cycle -- from initial on-boarding through expansion and continuing improvement projects. Working closely with eMaint's professional services, customer success and support teams, Maggie aims to make eMaint's sought-after services accessible to a wider audience.

### **About eMaint Enterprises, LLC**

eMaint, the leader in on-demand CMMS solutions, has been providing maintenance management software solutions since 1986 and was one of the first CMMS providers to develop a completely web-based "Software as a Service" (SaaS) model for more rapid implementation at a lower total cost of ownership. eMaint's client base consists of over 4900 users worldwide across 850 sites ranging from small & medium sized organizations to Fortune 500 corporations including manufacturers, service providers, fleet operators, energy and utility companies, health care facilities, universities, municipalities, and facility and property managers. For more information on eMaint products and services, please visit the eMaint website at [www.emaint.com](http://www.emaint.com).

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