Solid Innovation Implements New Knowledge Base: Solid Know How™

New knowledge base supports Solid's growth

PRINCE ALBERT – OCTOBER 26, 2009 – Solid Innovation, Inc., a leading provider of route accounting software solutions, today unveiled its new knowledge base, Solid Know How™.

Solid's new knowledge base is an online self-help system where clients are given access to information regarding Solid products. Articles include solutions to common support inquiries, frequently asked technical questions, and tips to help clients use Solid products faster and more efficiently. Clients are able to find their own answers to their own problems with a simple click of a button.

The creation of Solid Know How™ is a reflection of Solid's continuous growth over the years. Solid Know How™ provides Solid with a means of organizing its growing number of records, including information about products, client services, training, customer feedback, and other office operations. Clients now have access to a vast amount of information that is presented in an organized, user-friendly fashion.

"We are extremely excited about the release of the Solid Know How™ knowledge base. Having valuable product and instructional information available 24 hours a day, 7 days a week is an important step to effectively servicing our clients worldwide," explains Bryan Shier, Director of Client Services. "Clients can also provide comments on whether or not the Solid Know How™ articles are meeting their needs and if necessary, offer suggestions for improvements."

The new knowledge base has been included on Solid Innovation's website at www.Solid-Innovation.com/KB. Solid innovation will continue to offer its clients readily accessible information to ensure the promise of building on "The Solid Approach to Route Accounting".

About Solid Innovation
Since 1986, Solid Innovation® has been a developer of route accounting software solutions for small to mid-sized mobile businesses. Solid combines superior management insight with industry expertise to deliver functional and flexible solutions that give clients the power to manage their business with confidence. Today, Solid offers a solid approach to route accounting with its Solid Route Accounting™ software solutions that support both Windows® Mobile and Palm OS Mobile operating systems. For more information about Solid, please visit www.solid-innovation.com.

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