

Eclipse Data Expands Support in Asia

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Eclipse Data reached agreement with Limbic Hong Kong Ltd. to provide expanded support services for ImageEncoder installations in Asia. Limbic will be working together with Eclipse's support team to ensure Asian accounts continue to receive fast, timely responses to their needs. Eclipse customers in Japan, Korea and Australia will continue to be serviced by directly Eclipse or their respective distributors.

"With Eclipse's growing presence in Asia it was agreed we needed to expand our regional support presence in Asia to ensure maintaining the high-level of customer service our customers expect. To achieve this we wanted a regional representative that could provide professional and timely responses to our customer's service needs," said Bob Edmonds, VP of Sales & Marketing for Eclipse Data. "Eclipse has had a successful business relationship with Limbic Hong Kong, Limbic having sold and serviced Eclipse ImageEncoders and EclipseSuite Software products in Hong Kong, Taiwan and China for the last three years. During this period Limbic has always demonstrated nothing but the highest level of expertise and professionalism in representing Eclipse products in this important market. Now Limbic will be working with the Eclipse Customer Support Team to assist with installations, training and servicing of Eclipse ImageEncoders in the surrounding countries."

Allen Cheung, Sales Manager for Limbic Hong Kong Ltd. added, "The synergy between Limbic and Eclipse has proven to be a very successful business relationship for both companies. We have grown Limbic with the assurance of providing superior service and support to our customers. In witnessing our performance, Eclipse recognized these strengths and approached us about providing service representation to neighboring countries. Our goal is to assist Eclipse in servicing their Asian accounts as seamlessly as possible with the objective that the customer benefit from the resources of both organizations to receive whatever support they require quickly."

Eclipse has built a reputation for technical excellence and world-class customer support with its line of mastering, premastering and QC verification tools for the DVD and CD manufacturing industry.

For more information please contact Eclipse Data Technologies:

(925) 224-8880

(925)224-8881

Sales@eclipsedata.com