



# News Release

## **Pharmasave Selects IntelliNet for IT Systems Help-Desk & Field Services**

FOR IMMEDIATE RELEASE:

**CONTACT:**

David Westrheim  
President & CEO  
**intelliNet Technologies Inc.**  
604-540-5001 Extension 224  
[dwestrheim@intellinet-canada.com](mailto:dwestrheim@intellinet-canada.com)

**CONTACT:**

Mr. Bob Vaughan  
National Manager, Store Business Systems  
**Pharmasave National**  
604-532-2269  
[bvaughan@bc.pharmasave.ca](mailto:bvaughan@bc.pharmasave.ca)

**TORONTO, ON – April 24<sup>th</sup>, 2003** Mr. David Westrheim, President & CEO of **intelliNet**, announced that after a careful negotiation and joint development period, **Pharmasave has established a new Information Technology (IT) Support Program** for their stores, comprised of a single centralized Help-Desk with related On-Site Field Services as required, called **intelliSupport**.

The new **Pharmasave intelliSupport Help-Desk** program, provides a single 1-800 number for each Pharmasave Store to call for Service & Support with any and all of their IT Systems, including **Point-of-Sale, Pharmacy Dispensary, Local & Wide Area Networking** along with all other computing functionality. The intelliSupport Help-Desk provides complete **Managed Services** dealing directly with each Service & Support issue from the initial call through to resolution, often involving multiple manufacturers and different system vendors, rapid on-line support, immediate replacement component shipments and on-site attendance to systems as necessary.

Network Computing Managed Services  
[www.intellinet-canada.com](http://www.intellinet-canada.com)

**Vancouver**  
618 Columbia Street, New Westminster, BC V3M 1A5  
Telephone: (604) 540-5001 Facsimile: (604) 540-5011

**Technical Services Help-Desk**  
Coast-to-Coast Coverage  
1-800-494-5123

**Toronto**  
200 – 2810 Matheson Blvd. East, Mississauga, ON L4W 4X7  
Telephone: (905) 206-1335 Facsimile: (905) 206-1337

According to Mr. Bob Vaughan, National Manager, Store Business Systems for Pharmasave National; **we needed to provide a simple and reliable Service & Support system** for our stores to be able to quickly and **conveniently manage the growing number of systems and vendors**. He went on to say; Today, many of our stores have different vendors for Point-of-Sale, Pharmacy Dispensary, the Internet, and other internal systems, with new Web Services for customer ordering, network based Debit/Credit Card facilities and enhanced Networking to Head Office all coming in the near future.

Bob Vaughan commented further; **This partnership between Pharmasave, IntelliNet and our Technology Vendors** will provide a **comprehensive solution for our stores across Canada**, and allow our stores to be fully supported on all technology issues . Bob went on to say that; this program was tailored to the diversity of needs expressed by our stores and will offer to the stores a flexible support program suited to these needs.

According to David Westrheim, President & CEO of IntelliNet, We are delighted to have the privilege of being selected to contribute to the Pharmasave computing & network infrastructure. He stated further; **We have provided Technical Services to Pharmasave for some time** and as a result, have developed many existing long-term relationships with Head Office management, individual store personnel and the wide array of vendors supplying systems to Pharmasave . He added; in addition to simplifying IT Service & Support and increasing the speed of resolving service issues, **IntelliSupport ensures that the costs are reduced as much as possible through consolidation**.

#### **About Pharmasave:**

Pharmasave, now a familiar drug store name in communities across Canada, first appeared on the retail scene in 1981 when a visionary group of pharmacists formed a new business association to pursue a dream of independence under a strong brand, which they jointly owned. Today the entire organization consists of 308 independently owned franchises operated in eight provinces. In Canada, Pharmasave is the third largest national drug chain and the 5th largest chain by store count. It is presently the 20th largest chain store in North America by dollar volume. In November 1999, Pharmasave was named as a regional finalist in the 50 Best Managed Private Companies Program.

#### **About IntelliNet:**

IntelliNet provides Network Computing Managed Services to corporate clients throughout Canada. Managed Services include Network Monitoring, Spam Filtering, Virus Blocking & Email Security, Intrusion Detection, Remote Back-Up & Disaster Recovery, 24x7 Help-Desk Support and Rapid On-Site Service from over 210 Dispatch Locations across the country. Technical Services include installation, configuration and system integration of all major brands of Network Computing Products and Operating Systems. IntelliNet provides clients and their Independent Software Vendors with a complete IT Infrastructure platform, second to none. On-Site Service everywhere in Canada within 2 hours! Linux, Unix, Netware, Citrix, OpenVMS & Microsoft.