



For additional information, please contact:

Angela Gates
OpSource, Inc.
408.567.2049
pr@opsource.net

Maureen Miller
Total Marketing Concepts, Inc.
732.747.5786
mmiller@totalmarketingconcepts.com

OpSource Delivers Monitoring and Performance Management Services to Hotwire.com

Robust Operations Key to Customer Satisfaction and Retention

Santa Clara, Calif., July 26, 2004 – Discount travel site Hotwire.com has selected OpSource, Inc., a provider of next-generation outsourced IT infrastructure services, to provide monitoring and escalation services for its operations. By using OpSource's SigmaWatch™, a monitoring and performance management solution, Hotwire delivers high performing operations for its customers.

"The monitoring and escalation services that OpSource provides to Hotwire are an important part of our commitment to site performance and a quality customer experience," stated TJ Clark, Hotwire Corporate Counsel. "In addition, OpSource gets high marks for its professionalism, responsiveness and ability to smoothly transition operations from our previous service provider."

OpSource delivers continuous 24x7x365 Customer Care Center support and proactively monitors devices, alerting Hotwire of potential problems or outages before customers are even aware of the problem. OpSource provides live technicians for issue resolution and a dedicated Program Manager.

"Site uptime and performance is of course critical for any e-commerce entity, particularly travel, as inventory is highly perishable," continued Clark.

"The OpSource Service Delivery Platform™ (SDP) really simplified Hotwire's transition to OpSource," said Treb Ryan, CEO, OpSource. "The SDP provides Hotwire with a collaborative platform that provides single sign-on, unified access to a centralized technical support portal that incorporates standardized tools, best-in-class processes and procedures as well as real-time monitoring and ticketing."

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About OpSource

OpSource, Inc. is a global IT infrastructure services provider that enables ISVs, ASPs, telecommunications and hardware companies to seamlessly and effortlessly outsource IT services delivery while simultaneously reducing costs and improving quality. The innovative OpSource Service Delivery Platform (SDP) empowers companies, for the first time, to significantly reduce costs, raise the level of customer service and improve ongoing operational efficiencies. The SDP can reduce operational costs well over 40%, ensure 100% SLAs and efficiently integrate legacy systems into a next generation IT architecture within 45 days.

OpSource provides turnkey IT service delivery solutions ranging from data center technical staffing, remote hands services, monitoring, and security, to complex managed hosting, application hosting, ASP infrastructure and complete IT outsourcing for Global 2000 companies.

The company is headquartered in Santa Clara, CA, with additional operations in the Los Angeles, New York City, Denver, Chicago and Washington, D.C. metro areas, as well as international offices in London and Bangalore. For more information about OpSource, visit the company's web site at <http://www.opsource.net/>.

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