

For Immediate Release



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Tridia Helps Sportswear Giant L.L. Bean Prepare For Holiday Rush — Outfits Call Center With iTivity For Remote Support

ATLANTA, GA — OCTOBER 18, 2006. Tridia Corporation announced that L.L. Bean has expanded its commitment to the iTivity remote support solution in anticipation of high call center volumes this holiday season.

The majority of L.L. Beans direct sales continue to come from telephone orders. In 2005, over 14.5 million call center contacts were received, with over 179,000 coming on the single busiest day of the year.

L.L. Bean standardized on Tridia iTivity as its primary tool for resolving IT incidents within its many catalog sales call centers and monitoring call center agents in July 2005 after deciding to move off of VNC. "You have to be extremely careful with remote access technologies where data like customer credit card numbers are involved," stated Vince Frese, CEO Tridia Corporation. "iTivity's central-server based design provides improved security, accountability and manageability, and so it addressed all of their concerns."

After proving its ability to help quickly resolve computer incidents in the high volume call centers during last holiday season, iTivity is being made available to even more IT professionals this year. "November is L.L. Bean's biggest month," stated Frese. "Every call counts. Call quality must be maintained and incidents must be resolved as quickly as possible."

About L.L. Bean

L.L.Bean, Inc. has been a trusted source for quality apparel, reliable outdoor equipment and expert advice for more than 90 years. Founded in 1912 by Leon Leonwood Bean, the company has grown from a one-man operation to a global organization with annual sales of \$1.5 billion. In 2005, L.L. Bean produced 61 catalogs which were distributed to customers in all 50 US states and more than 140 countries. The company also operates six retail stores and 15 factory outlet centers throughout the Northeast. The company is headquartered in Freeport, Maine, near its original store.

About Tridia Corporation

Founded in 1987, Tridia has been the market leader in UNIX and multiplatform remote access solutions for almost two decades. In 2004, Tridia launched iTivity, the first self-hosted server for multiplatform remote support. iTivity lets IT departments standardize on a single, secure, affordable solution for accessing and supporting every computer system and device in the enterprise regardless of platform. As a result, these companies can enjoy previously unattainable levels of efficiency, productivity and customer satisfaction. For more information visit itivity.tridia.com.