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## TIE Commerce Appoints Jeanne Hentges Customer Care Manager

*Hentges, with more than 20 years of Call Center Management experience, will oversee Customer Care for TIE Commerce*

BURLINGTON, Mass. (January 24<sup>th</sup> 2008)—TIE Commerce, Inc., a leading provider of Business-to-Business eCommerce software, today announced that it has appointed Jeanne Hentges to the position of Customer Care Manager.

In her new role, Ms. Hentges will serve as the Customer Care Manager for TIE Commerce. Ms. Hentges will be based out of [TIE Commerce's Saint Paul, MN](#) office and will be responsible for all TIE customer contacts and customer care services. Ms. Hentges joins TIE with more than 20 years of Call Center Management experience, which encompass both sales and service.

[TIE Commerce](#) has had a longstanding commitment to customer service. Through the creation of the Customer Care Manager position, TIE Commerce aims to better understand the unique dynamics of each customer, addressing a full-range of customer inquiries, such as support, billing, and ongoing technical support for Outsourcing customers. TIE's primary focus has always been customer satisfaction and with the implementation of this new position, it is their hope to better understand their diverse customer base.

"We're very excited to welcome Jeanne onboard as our new Customer Care Manager," said [Dick Raman](#), CEO & President of TIE Commerce. "We pay a lot of attention to customer care and this is an extremely valuable position for our clients. Jeanne will be responsible for overseeing our Customer Care and [Software as a Service \(SaaS\)](#) operations. She brings quality experience in all these areas, making her a perfect fit to head this team."

Prior to joining TIE, Ms. Hentges has provided customer service leadership to a variety of businesses, both large and small, and has a strong focus on exceeding customer expectations.

### ***About TIE Commerce, Inc.***

TIE Commerce is a leading provider of B2B eCommerce software that bridges the gap between online and traditional business, enabling companies of all sizes to automate the exchange of business information electronically. TIE Commerce delivers [TIE Kinetix™](#), a powerful electronic framework for business collaboration with software solutions for business-to-business integration, [master data management](#), supply chain collaboration, [digital channel communications](#), financial reporting and analytics. With over two decades of experience in electronic commerce, TIE Commerce today remains a key contributor to the development and implementation of [global eBusiness standards](#). TIE Commerce corporate office is in Burlington, Mass. with additional offices in St. Paul, MN, the Netherlands and France. For more information, please visit: <http://www.tiecommerce.com>



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