



Modular Initiates MineCare® Certification Process

Tucson, Arizona – February 12, 2007

Modular has upped the ante in the services stakes with the introduction of the MineCare® support certification process. Achieving what was once just a vision, the MineCare® support certification process demonstrates Modular's commitment to the continual improvement of customer service processes.

"Our MineCare technology leads the marketplace, and we want to be able to back that technology by providing customers with state-of-the-art support," affirms Scott Baker, Vice President of Support Services. "High-tech support requires consistent global support capabilities which are notoriously hard to achieve. One of our Training Specialists, Pat Madea, introduced the concept of an on-line product certification, and was able to bring it to fruition in time for the MineCare product roll-out. So far, the global response to this effort has been hugely positive," notes Baker.

The arduous MineCare® Certification process prepares MineCare® regional Support personnel to solve critical customer issues requiring quick and special attention. "Each customer site is unique and hosts its own challenges," admits Baker. "Being able to recognize these challenges and find solutions will help our customers use the product to its fullest potential."

The number of Modular employees who have completed the challenging three-stage certification process to become MineCare® Support Specialists continues to grow. Modular is pleased with customer response so far, and is committed to the continued strengthening of customer support processes.

About the MineCare® System

The MineCare® System is a maintenance software tool designed to reduce mobile equipment lifecycle costs through the real-time management of equipment health and maintenance processes. Remote condition monitoring, maintenance history, and operational data are integrated to provide the end user with sufficient information to make optimal maintenance decisions.

Benefits include:

- Extended service intervals and component life**
- Avoid catastrophic failures**
- Improved maintenance planning practices**
- Reduction in unplanned maintenance and rework**
- Improved levels of safety**
- Reduced maintenance costs**
- Increased equipment availability and production**

About Modular Mining Systems, Inc.

Modular is the market leader in providing powerful information management solutions to meet the needs of both open pit and underground mining operations worldwide. Modular sales and support offices are located in all key world-mining markets. For more information, visit the Modular website at <http://www.modularmining.com>.

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