



FOR IMMEDIATE RELEASE

iWARE RELEASES CONTROL ROOM OPERATOR SUPPORT SYSTEM FOR PROCESS INDUSTRY

Make your control room operators better decision makers by giving them real time access to critical information, rules and procedures. These tools enable you to organize, manage, share and reuse operator "know how" in relation to critical process systems

SARNIA, ON – September 23, 2005 – iWare Division, CanWeb Internet Services Ltd. is pleased to announce the release of its iWare **Control Room Operator Support System** for the process industries. iWare is a complete Operations Support System that integrates seamlessly with **advanced control systems, human machine interface** and **operator training stations**. By associating information to the control station iWare provides the **"missing link"** between control system data, critical and infrequently used procedures, and business data so operators have a complete picture of operations on their control panel display **without** interfering with the operation of the control system. **No more binders to find and keep updated!**

If you operate a process industry control room for:

- Petrochemical processing
- Chemical production
- Air separation
- Smelting
- Steel production
- Foundry
- Pulp or paper mill
- Water system
- Pipeline system

iWare will give you an edge over your competition and peace of mind from safer operations. It empowers your operators at a new level! These tools enable you to deal in real time with issues like ***finding and following procedures, procedural guidance access, improved control of temporary conditions, supplemental operator knowledge to perform required functions, effective interface with maintenance, and high standards of conduct enforcement by management.***

"Knowledge Management (KM) is being implemented by process industry companies to become safer, more efficient and effective users of the knowledge held within their organizations," said Jackie Grant, Vice-President, iWare. "Issues such as people retention, the increase in the average age of operations and maintenance professionals and the pressure to do more with less can impact Knowledge Management."

Critical operator information – including text documents, CAD drawings, images and video clips, operating and emergency procedures, operator hand-written notes, safety and environmental regulations, inspection and safety reports, maintenance records, vendor manuals can be accessed, viewed and shared by all operators. This real-time view keeps the operators informed so they are able to resolve issues early and efficiently, improve control of temporary conditions, find and follow procedures and share supplemental operator knowledge to perform required functions.

iWare offers a comprehensive solution to help improve your operational efficiency. Consider the value of each additional unit of product or per barrel, KWH or MMBTU of process fuel or energy saved vs. the cost of not implementing a KM initiative for your operators.

About iWare Division, CanWeb Internet Services Ltd.

CanWeb has recently released iWare, a Knowledge Management Solution for industrial applications in the oil & gas, refining, petrochemical, energy and utilities, process industry, manufacturing, transportation and power generation sectors. The iWare™ Family of Solutions provides systems for any size operation – from the single, small facility with basic requirements to the large, multi-site client needing a solution with advanced functionality. If you have a process control room iWare can provide benefits!

The iWare™ Suite of Products includes: operator support for advanced control systems (DCS, HMI) and operator training simulation, asset and maintenance management, compliance/procedure management, electronic operator logbook, incident tracking and pipeline data management.

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