

dtSearch Licenses Text Retrieval Engine to NewHeights Software to Enable Telephony-Integrated Desktop Knowledge Management

The solution enhances real-time communications by presenting the user with a list of all known documents, calendar events and emails relevant to a particular incoming caller line-ID screen pop

BETHESDA, MD and VICTORIA, BC — May 5, 2004 dtSearch Corp., a leading supplier of end-user, enterprise and developer text retrieval software, and NewHeights, an OEM provider of personal communication management software for IP-PBX and hosted telephony phone systems, today announced that NewHeights has licensed the dtSearch Text Retrieval Engine to enhance its Desktop Assistant™ 3.0 software. NewHeights will embed the dtSearch Engine functionality into a Knowledge Management Module for Desktop Assistant. The new Module will upgrade an installed base of over 10,000 Desktop Assistant software clients throughout North America, EMEA and Latin America.

“NewHeights Desktop Knowledge Management extends the value of enterprise applications like Microsoft Office® and Lotus Notes® by incorporating them into the management of real-time business communications,” says Owen Matthews, CEO of NewHeights Software. “The dtSearch Engine ensures that our users will never have to hunt for information associated with an incoming caller. Having documents related to a call at your fingertips greatly enhances professionalism and improves communication responsiveness – benefits normally associated with expensive call center solutions.”

According to Matthews, NewHeights selected the dtSearch Text Retrieval Engine for its rapid document indexing and retrieval along with its flexible Application Programming Interfaces (APIs). “The dtSearch APIs were easy to use and enabled us to integrate document and email retrieval into a real-time communication environment, where a fraction of a second matters when you are dealing with an incoming call.”

“We are very pleased to be working with NewHeights on such an innovative application of our Text Retrieval Engine technology,” said David Thede, president of dtSearch Corp. “The partnership will substantially improve telephony-integrated knowledge management.”

Mitel Networks™ is now selling Desktop Assistant, re-branded Your Assistant, with its 3300 Integrated Communications Platform (ICP). The dtSearch-enabled Desktop Knowledge Management Module will be generally available through Mitel Networks Your Assistant in Q3, 2004.

About NewHeights Software

NewHeights Software Corporation provides desktop communication management applications that offer a superior end user interface to IP PBX customer premises equipment and hosted IP Centrex telephony services. The Company's Desktop Assistant(TM) products are customizable, OEM communication management applications that integrate telephony call control with collaboration and knowledge management applications to enhance real-time, ad hoc communication within the enterprise. NewHeights Software Corporation is a privately

held company with offices in Victoria, British Columbia; Ottawa, Ontario and Vancouver, B.C. For additional information, please visit <http://www.newheights.com>.

About dtSearch Corp.

The Smart Choice for Text Retrieval® since 1991, dtSearch offers over a decade of experience in text search and retrieval. Large enterprises typically use dtSearch products for general information retrieval, Internet and Intranet site searching, and access to technical documentation. 4 out of 5 of Fortune Magazine's most profitable companies purchased dtSearch developer or multi-user licenses in the past two years. dtSearch is also on the US Government's GSA Schedule. The company has distributors worldwide, including coverage on six continents, and RCC Consulting, www.rcc-cga.com, as distributor in Canada. Fully-functional versions of all dtSearch products are available by calling dtSearch at 1-800-IT-FINDS, or through www.dtsearch.com.

FOR FURTHER INFORMATION PLEASE CONTACT:

dtSearch Corporation
Belinda Banks
S & S Public Relations
(718) 320.4898
Email: belinda@sspr.com

NewHeights Software
Graeme Innes
Media & Analyst Relations
(613) 862.3172
Email: ginnes@newheights.com