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Federal Aviation Administration Chooses TimeTrade Systems for Scheduling of Mission Critical Staff

*Self-Service, On-Demand Solution to Streamline Credentialing for Access to
Federal Aviation Administration Facilities and Resources*

Bedford, MA, September 23, 2009 – [TimeTrade Systems](http://www.timetradesystems.com), the leader in customer self-service appointment scheduling, today announced that the Federal Aviation Administration (FAA), an agency of the United States Department of Transportation and responsible for the safety of civil aviation, has deployed TimeTrade's Enterprise Scheduling Application to simplify and expedite the process involved in complying with the HSPD-12 directive. All FAA employees at over 100 different offices will self-schedule time through TimeTrade for the enrollment, fingerprinting and activation required to receive a "smart card" to access buildings and computer networks.

Post 9/11, the Bush administration instated the Homeland Security Presidential Directive 12, or HSPD-12, as a way to combat terrorist attacks, espionage and cyber threats. The directive requires that each federal employee and contractor must be issued a "smart card" containing extensive personal information including biometric data.

TimeTrade is a Software-as-a-Service (SaaS) application that automates high-transaction, multi-resource, multi-location appointment scheduling processes for government agencies, large retailers, and healthcare and financial services organizations. Businesses and government agencies are able to offer staff and consumers with 24/7 access to schedule time, which improves customer and employee satisfaction and streamlines otherwise time-consuming, costly and ineffective processes.

Being able to quickly schedule credentialing interviews for new FAA staff is crucial. Without these credentials, the staff is hampered considerably in their ability to perform their jobs – and to ensure the safety of civil aviation across the U.S. The FAA selected TimeTrade, the self-service scheduling solution, as a way for employees to schedule a credentialing appointment, in advance, via an internal portal. This process ensures easy access and a timely appointment for all FAA employees.

"Self-scheduling appointments for government employees to receive their credentials has become a major customer initiative for TimeTrade," said Ed Mallen, CEO of TimeTrade Systems. "As we have with many other federal, state and local government agencies, we will ensure that FAA employees can spend less time scheduling and waiting for appointments and more time focused on their mission critical tasks. We welcome the opportunity to work with the FAA and look forward to building on this relationship in the future."

About TimeTrade Systems

TimeTrade Systems is the leader in customer self-service appointment scheduling solutions for enterprises and individuals. More than 250 million appointments have been scheduled through TimeTrade. Headquartered in Bedford, MA, TimeTrade offers Web-based solutions that enable customers to streamline operations, improve workflow and increase marketing and sales outreach. The company's customers include some of the largest government agencies, retailers, healthcare, financial services and educational organizations as well as small-to-medium sized businesses. TimeTrade solves complex scheduling issues with high-performance, highly configurable solutions that are scalable to handle hundreds of thousands of appointments across multiple locations. TimeTrade Systems can be reached at www.timetrade.com.

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