



## Overland Joins Technical Support Alliance Network to Enhance Customer Satisfaction

August 16, 2000

SAN DIEGO--(BUSINESS WIRE)--Aug. 16, 2000--Overland Data Inc. (Nasdaq:OVRL), a technology leader in tape backup products, today announced it has joined the Technical Support Alliance Network (TSANet), a voluntary association of technical support organizations from top-tier vendors dedicated to the interoperability and reliability of their customers' IT infrastructures.

More than 100 hardware and software vendors worldwide make up TSANet, the computer industry's largest vendor-neutral customer support alliance. "Particularly among storage products, interoperability is key, not only in the pre-sales engineering phase, but perhaps more importantly in the post-sale support phase," said Mark Bath, Overland's Director of Worldwide Service & Support. "Creating and maintaining support relationships between vendors greatly benefits the end user, as we are better prepared to solve real-time customer issues that occur in multivendor environments."

All TSANet members abide by a common set of bylaws that ensure all members will work cooperatively to solve mutual customer problems. This decreases the customer's involvement in the problem resolution process beginning with the identification of vendor contact points. The result is the minimization of downtime and the maximization of productivity.

"Overland is committed to customer satisfaction. We believe our customers' data is a critical asset, and we have taken every step to ensure the utmost in interoperability and reliability of every product we sell to prevent any downtime. If our customers still experience a problem, we want to get them back up as quickly as possible. TSANet is another example of this fundamental commitment," said Steve Richardson, Vice President of Marketing at Overland.

All Overland products are backed by the company's innovative Guaranteed Up Time Service (GUTS(TM)) warranty program guaranteeing 99% uptime performance and 100% data recovery, the only guarantee of its kind in the industry. Overland's XchangeNow(TM) program also provides replacement units within one to two business days, at no charge to the end user.

### About TSANet

Founded in 1993, TSANet (Technical Support Alliance Network) is a worldwide, multivendor alliance that offers an industry-wide forum to facilitate servicing multivendor customers and provides an infrastructure for more efficient multivendor problem solving. Membership consists of more than one hundred software and hardware companies, including industry giants such as Compaq, Hewlett-Packard, IBM, Microsoft, NCR, Novell, and Oracle. TSANet can be reached at 913/345-9311 or via the World Wide Web at [www.tsanet.org](http://www.tsanet.org).

### About Overland

Overland Data Inc. (Nasdaq:OVRL) is a global supplier of innovative data storage and storage automation solutions for computer networks. The Company's award-winning DLT LibraryXpress(TM) SmartScale Storage(R) architecture has set new standards for intelligent automated storage and scalability and established Overland as a leader in the mid-range tape storage market. Today, Overland is broadening its product line and technology offerings to address additional segments of the storage market, including the entry-level small-business market, as well as the higher-end enterprise environment.

Overland's patented Variable Rate Randomizer (VR2(TM)) data encoding technology, capable of substantially increasing the capacity and throughput of linear tape formats, is being applied by the Company to Travan tape drives, and has been licensed to Seagate Technology, Tandberg Data, Imation Corp. and StorageTek. Overland products, acclaimed for their quality and reliability, are sold worldwide through leading OEMs, including Compaq, IBM, Fujitsu Siemens Computers and Groupe Bull, commercial distributors such as Ingram Micro, Tech Data Corp. and Bell Microproducts, as well as storage integrators and value-added resellers.

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