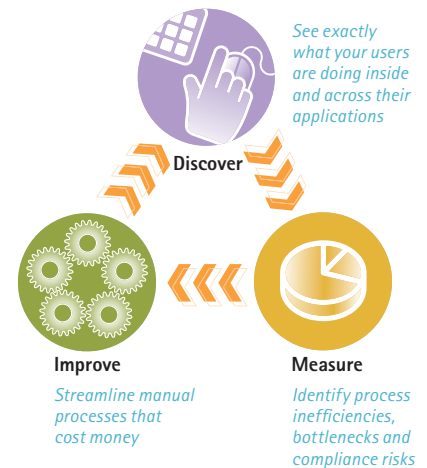


Whether your challenges are related to improving customer service, reducing costs, increasing cross-sell revenues, enforcing compliance or bringing your legacy applications into your current architecture, OpenSpan Enterprise™ is the product that enterprises implement to discover, measure, and improve the productivity of knowledge workers.

User Process Improvement

OpenSpan Enterprise is the flagship of OpenSpan's User Process Improvement product portfolio and provides the functionality to improve the use of the many applications running on your users' desktops.

OpenSpan Enterprise allows organizations to discover, measure and improve user processes. In this approach, an organization first discovers how its users work, measures inefficiencies in user processes, and then improves them, often through automation of existing applications.



What can OpenSpan Enterprise do for me?

With OpenSpan Enterprise, you can:

- Provide users with a simpler user interface
- Automate manual tasks
- Give users on-screen, contextual guidance during critical processes
- Monitor events occurring in almost any application that runs on a user's desktop
- Trigger alerts, notifications or server-side BPM tasks based on user activity
- Automate tasks within applications and workflows that span multiple applications, to eliminate cumbersome human intervention like copy-and-paste
- Extend applications with new functionality or business logic
- Deliver composite applications or simplify an existing application's user interface
- Enable legacy applications to consume Web services
- Expose functionality from any application as a Web service
- Bridge between cloud and locally-hosted applications

What does OpenSpan Enterprise work with?

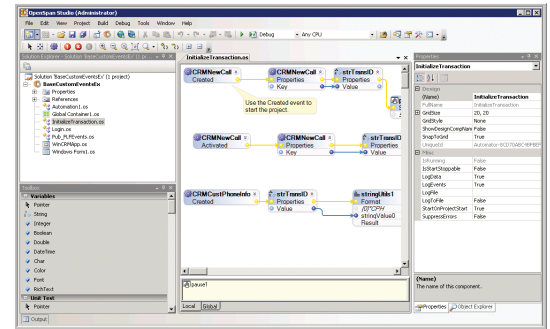
OpenSpan Enterprise works with virtually any application available in a user's environment, including:

- Windows / Web / Java / mainframe applications
- Third-party and SaaS / Cloud-based applications
- Citrix and virtualized applications
- Any application or service with standard interfaces such as Web Services, JMS or MQ-Series
- Closed, custom-developed applications with no APIs or integration points
- Enterprise applications, such as SAP, Oracle, Salesforce. com, Amdocs, FIS, BMC Remedy, etc.

How it Works

OpenSpan takes a unique approach to automation. The powerful, yet intuitive, OpenSpan software allows developers to integrate virtually any object from any application with any other object in any other application.

Every mouse click, every link, every submit button communicates between an application's objects and the operating system. OpenSpan resides between the applications' objects and the underlying Windows operating system(s). In effect, OpenSpan breaks down your applications' walls and allows you to use the program components in ways well beyond the applications developers' original intentions. OpenSpan leverages these ongoing communications. It uses an event-driven approach to inject code into participating applications at runtime. This code performs a given action once a pre-defined event occurs.



Microsoft .Net Integrated Development Environment (IDE)

Using powerful, yet intuitive OpenSpan software, your developers can create improvements that offer immediate benefit to your desktop users. Moreover, you can create robust automations among legacy applications and newer solutions such as Web applications, Web services, Rich Internet Applications, and composite applications to deliver significant long-term benefit to your enterprise.

OpenSpan Components

OpenSpan Studio

OpenSpan Studio is the Developer IDE that you can use to create these improvements. The IDE is available as a stand-alone product or a plug-in to Visual Studio.NET 2008. The OpenSpan Studio is a free product and can be downloaded from the OpenSpan Community Website at <http://www.openspan.com/community>.

OpenSpan Studio provides a set of sophisticated, yet easy-to-use tools to create new User Process Management solutions, known as automations in OpenSpan terminology.

Enterprise Runtime

The OpenSpan Enterprise (Runtime) is the runtime agent that deploys an automation solution on a given user's desktop. The footprint is minimal (< 2 MB) and requires only an active user's interaction with the applications via keyboard or mouse. OpenSpan Enterprise is a licensed product that contains all OpenSpan Events functionality.

SUPPORTED ENVIRONMENTS

Desktop Environments – Windows 2000, 2003, XP, 2008 Vista, Windows 7, Citrix, VMware; Databases – Oracle, SQL Server; includes a well documented extensible data model; BAM and BPMS – TIBCO, Software AG webMethods, IBM and other leading platforms; Business Intelligence – Spotfire, Cognos, Business Objects, Hyperion, Microsoft Analytics, Pentaho and other leading forms; Enterprise Applications – Application adapters for BMC, Remedy, IBM Lotus, Infor, Microsoft, Oracle, Salesforce.com, SAP and others; Other – Messaging platforms (TIBCO, EMS, JMS, MS-MQ, IBM-MQ) and web services components

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GETTING STARTED

For more information on OpenSpan Enterprise or other OpenSpan User Process Improvement products, please visit www.openspan.com, contact us via phone at 1.678.527.5455, or email sales@openspan.com.