

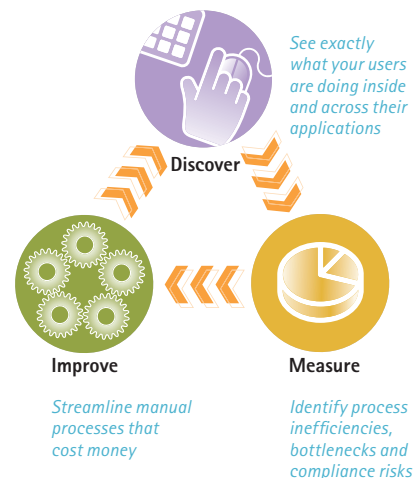
OpenSpan Events™ enables detailed monitoring of user processes. It has been described as a "next-generation time and motion study." OpenSpan Events provides unprecedented visibility into how users interact with software applications and perform processes within one or multiple applications.

User Process Monitoring

OpenSpan Events quickly and easily monitors any application or set of applications on a user's desktop – including Windows, Web, Java, mainframe, cloud-based, virtualized or Citrix-hosted applications – without modifying the original applications. All events and associated data can be sent in real-time to Business Process Management, Business Activity Monitoring or Complex Events Processing software, as well as stored in a central database for analysis using OpenSpan Analytics™ or any other BI or reporting tool.

With OpenSpan Events, you can monitor:

- High-level events such as application start/stop/active/idle, navigation and URLs
- Contextual data such as application name, user ID, machine name, date/time and duration
- Changes to specific data records or fields
- Custom triggers such as credit limit exceeded, copy-and-pasting of sensitive data or other compliance violations
- Composite data and events spanning multiple applications



Key Features

Monitor Application Usage and User Activities:

- Amount of time spent in each application
- Data entry and data changes
- Copying and / or pasting information between dialog boxes or applications
- Clicks, keystrokes, tabbing and detailed navigation history

Track Complete Workflows and Generate Custom Events and Alerts:

- Business metrics and Key Performance Indicators (KPIs)
- Aggregated events and data spanning multiple applications
- Events triggered to capture business metrics and KPIs
- Conditional events such as high value customer alerts or fraud detection



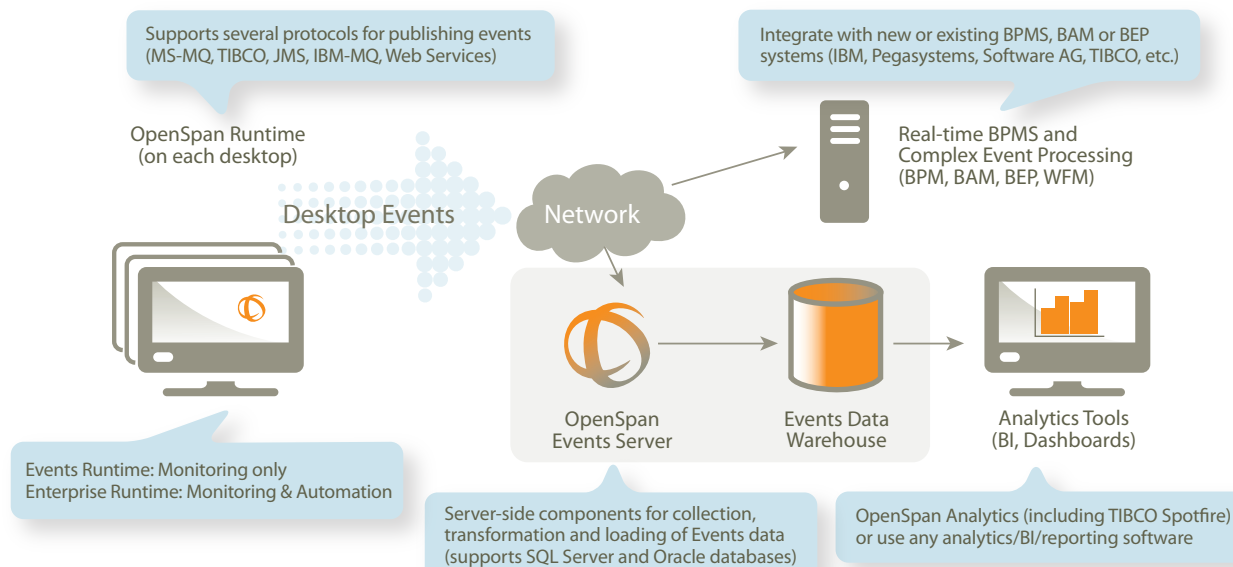
Events monitored by OpenSpan can then be:

- Analyzed with OpenSpan Analytics, Cognos, Business Objects, Hyperion or any major BI product to highlight Business Process Improvement opportunities
- Sent in real time to a Business Activity Monitoring (BAM) or Complex Events Processing (CEP) engine
- Used to trigger Business Process Management (BPM) tasks
- Stored in a database as an audit trail which can then be used for compliance purposes, historical analysis or as a data source for Workforce Management or many other Enterprise purposes.

OpenSpan Event Product Components

- **OpenSpan Events Runtime** - a lightweight desktop runtime agent that passively and securely collects desktop events. By capturing information about user activity, OpenSpan Events provides unprecedented visibility into how your users interact with individual software applications, and how they perform processes that span multiple applications.
- **OpenSpan Events Server** - complements the OpenSpan Events runtime by collecting events, transforming and storing them in a central database (in a BI-friendly star schema), and optionally forwarding events to third party BAM, CEP, WFM and other subscribers.
- **OpenSpan Analytics** - provides authoring and business analysis capabilities as well as out-of-the-box dashboards, visualizations and templates for both generic and custom events. Use OpenSpan Analytics for workflow analysis, process discovery, application usage, alerts and other business metrics reporting.
- **OpenSpan Studio** - the visual development environment used to define and deploy event collection from user desktops in a rapid and secure fashion. The OpenSpan Studio is a free product and can be downloaded from the OpenSpan Community Website at <http://www.openspan.com/community>.

OpenSpan Events Configuration



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



4501 NORTHPOINT PARKWAY, SUITE 140
ALPHARETTA, GA 30022 USA
PHONE: +1 678.527.5400 FAX: +1 678.527.5401

GETTING STARTED

For more information on OpenSpan Events 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.