

## OpenAir.com PSA Suite Deployment Options

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## The OpenAir.com Professional Services Automation (PSA) Solution

The OpenAir.com professional services automation (PSA) suite enables service organizations to boost profitability through enhanced conversion of prospects to clients, revenue capture, resource utilization and customer satisfaction. All six modules that comprise the suite—Proposals, Resource Management, Project Tracking, Time Sheets, Expense Reports and Time Bills—automate and streamline your business process from business development to service delivery to collecting revenue. An integral part of the OpenAir solution, the OpenAir professional services team consults with your company experts to customize optimally the PSA suite to your existing business processes. OpenAir offers these services at a price that ensures a fast return on investment (ROI). Finally, OpenAir offers two distinct rapid deployment options to meet your specific company needs.

### Deployment Option 1: 100% Outsourced Application Service Provider Deployment

OpenAir can deliver the PSA suite to you and your employees with only an Internet connection and a Web browser. In this 100% hosted application service provider (ASP) deployment, company account data is stored and backed up at Exodus Communications, the industry leader in ultra-secure data storage and protection. Employees access the application and account data through any Web connection. Our Palm® operating system, Windows® operating system and wireless phone (wireless access protocol or WAP) access are fully supported in this deployment option.

The process for account setup includes several short steps. First, our professional services experts meet with you briefly to understand your business processes. Second, the professional services expert customizes the application “switches” built into the OpenAir solution to fit your business processes and imports your company data into OpenAir, including loading employees, clients, projects, etc. Finally, integration with existing financial or other systems can also be accommodated. This entire set up and integration process can take as little as an hour, depending upon your company's data conversion and customization needs.

We offer two data backup options for 100% outsourced ASP deployment. As a standard feature, you can download a compressed file of your account database to a local computer at any time. As an optional feature, OpenAir can automatically create a compressed account file every week or month and email it to your company for local storage.

OpenAir updates the product with customer-requested feature enhancements and new modules approximately every thirty days. Administrators can choose to manually update the software or have OpenAir automatically and remotely install updates without incurring any additional cost.

### Deployment Option 2: On-Premise Locally-Hosted Internet Server

OpenAir can install a dedicated, locally-hosted Internet server in your office(s), where a fully customized version of the OpenAir PSA suite and your company data will reside. Your company account data exists only on the local server and any data backups are performed locally. OpenAir updates the product with customer-requested feature enhancements and new modules about every thirty days; the technical account administrator may select if and when to update the local version of the OpenAir PSA suite. The administrator selects this upload via an online interface accessible only to that person. Employees access the application and account data through a company intranet. Our Palm® operating system, Windows® operating system and wireless phone (wireless access protocol or WAP) access are fully supported in this deployment option.

We offer three data backup options for the on-premise deployment. As a standard feature, all account data will be backed up nightly onto a secondary internal hard drive on the server. In case of primary hard drive failure, our service department can restore the data from the secondary drive. As a second option, we expose the data file system as either an NT or NFS share allowing your company's IT department to integrate the onsite deployment backup into regular backup mechanisms. Third, OpenAir can remotely backup the data on a regular basis to our Storage Area Network (SAN) at Exodus Communications.

The process for account setup includes several short steps. First, our professional services experts meet with you briefly to understand your business processes. Second, a professional services expert customizes the application “switches” built into the OpenAir solution to fit your business processes and imports your company data into OpenAir, including loading employees, clients, projects, etc. Third, a sales installation engineer consults with your company’s technical staff and then installs a stand-alone Linux server in your office. Finally, integration with existing financial or other systems can also be accommodated. This entire set up and integration process can take as little as a few hours, depending upon your company’s technical configuration, data conversion and customization needs.

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