



OpSource On-Demand: MultiPoint Monitoring

Watching Your Application Around-the-Clock

In the old model of software delivery, it was the end-user who took responsibility for making sure the application worked. In the on-demand world, however, this is no longer acceptable. If an on-demand application isn't functioning properly, the end-user can simply stop using it and switch to a competitor's service. This inherent flexibility, while good for end-users, poses challenges for the provider. If your application stops working in the middle of the night, who notices? Worst case scenario, your end-user realizes your application is down and notifies you. It is imperative to the success of your business that you know how your application is performing around-the-clock.

Comprehensive Solution Ensures Availability, Security & Peak Performance

OpSource designed the MultiPoint Monitoring service as a comprehensive solution that integrates application, system, network, and transaction monitoring tools. With MultiPoint Monitoring, OpSource On-Demand customers can be assured that any potential problems with their application, such as slow performance or a security threat, will be identified and resolved swiftly by OpSource personnel. OpSource understands that your application has to be available, secure, and performing optimally 24x7x365 in order for your on-demand business to be successful.

MultiPoint Monitoring also provides you with valuable information on how your application is performing, which can help you make strategic decisions. Continuous collection of performance data by OpSource's monitoring system enables us to provide you with access to status reports via a web-based interface, as well as analysis and reporting on trend data that can pinpoint potential problems and vulnerabilities.

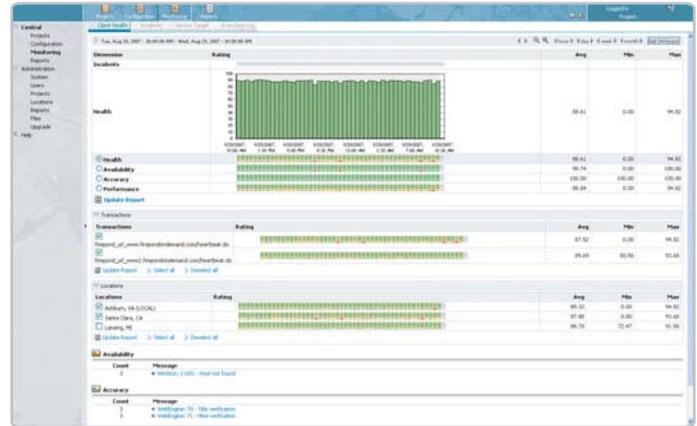
Issues Resolved Swiftly by 24x7x365 Technical Staff

MultiPoint Monitoring generates alerts based on customized parameter settings established by you and your OpSource On-Demand Operations team to best fit your technical and business requirements. These alerts automatically trigger OpSource's standardized issue escalation/resolution process. The technicians that staff OpSource's 24x7x365 Customer Care Center serve as the first line of defense in resolving application problems. When a monitoring alert is received, technicians immediately begin work on the issue, escalating to appropriate personnel as needed, until the issue is resolved.

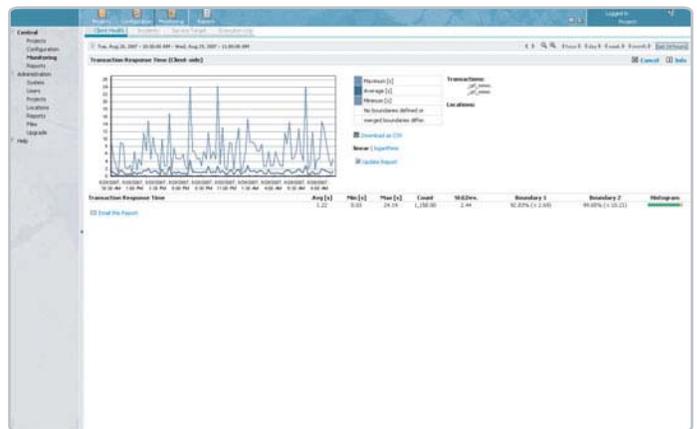
Designed to be unobtrusive to a company's existing infrastructure, MultiPoint Monitoring includes a "satellite"

device deployed in each customer's environment to perform the specified checks. With MultiPoint Monitoring, OpSource monitors all server types up to five-minute intervals on a 24x7x365 basis.

OpSource On-Demand provides a standard set of checks as part of the process that, in most cases, provides adequate monitoring for customers. For customers requiring that additional checks be performed (e.g. custom User Experience checks), your OpSource Service Delivery Manager will help to define the requirements and implement the checks.

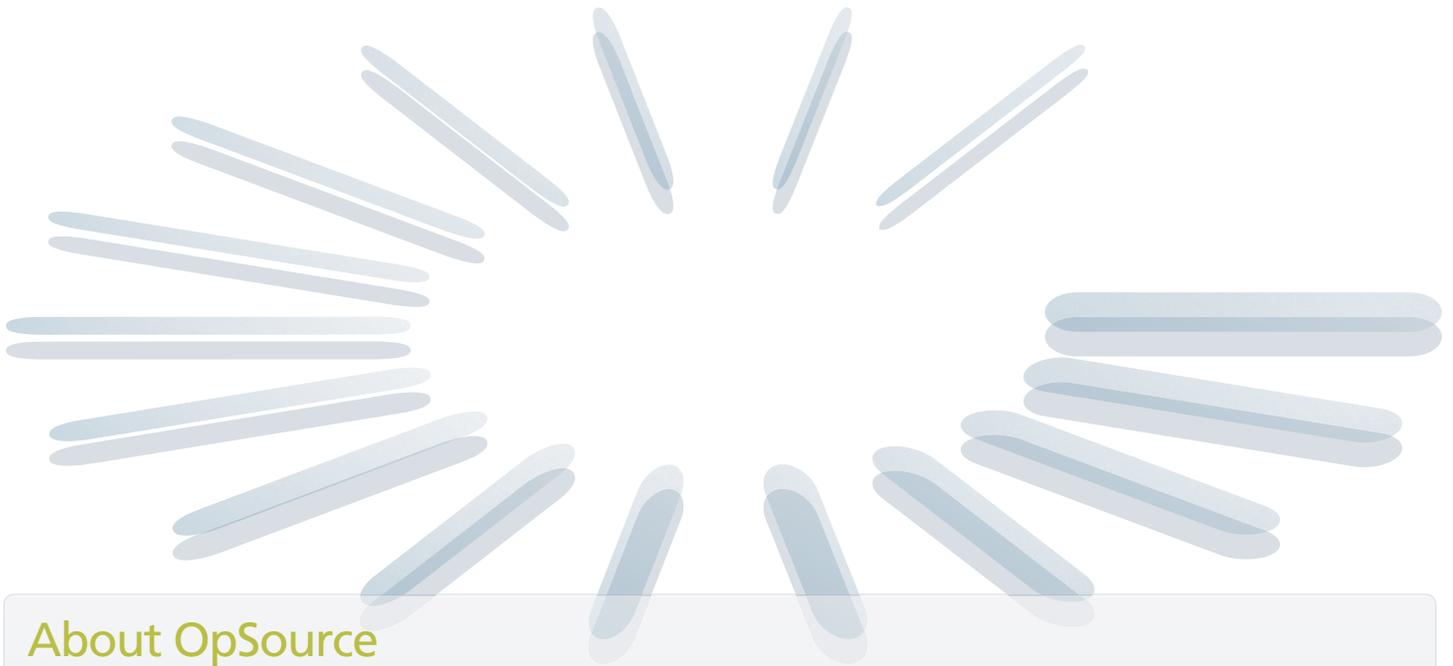


Monitoring the health of an application.



Transaction response time.

You Build It. We Deliver It.



About OpSource

OpSource™ delivers Web applications and software as a service for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand, the leading platform for Web application delivery, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based PricingSM, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit www.opsourcenet.com.



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