



## OpSource Corporate Backgrounder

### Corporate Overview

OpSource<sup>™</sup>, the SaaS delivery experts, introduced a revolutionary shift in the way software-as-a-service (SaaS) and web companies develop and deploy applications. OpSource On-Demand<sup>™</sup> eliminates the need for these companies to invest in the infrastructure and services necessary to deliver their solutions. With its analytic and billing capabilities, OpSource On-Demand further eliminates the need to invest time and resources in building non-core functionality into SaaS and web applications. Companies can now focus their efforts on building the best possible solutions while utilizing a growing list of mission-critical but non-strategic web services provided by OpSource and its partners, such as customer on-boarding, billing and health-of-business analysis and reporting. Essentially, OpSource has re-invented SaaS delivery.

### History and Milestones

|                |  |
|----------------|--|
| October 2007   | OpSource is ranked number three in Deloitte's Technology Fast 50 Program for Silicon Valley Internet, Media & Entertainment and Communication Companies.   |
| Sept 2007      | OpSource acquires PCI DSS Service Provider Certification.  |
| June 2007      | OpSource completes \$15M "D" round financing lead by Crosslink Capital.  |
| March 2007     | OpSource hosts its second annual SaaS Summit in Monterey, CA and introduces OpSource On-Demand 2.0, which includes the OpSource Services Bus, a foundation for the turn-key solutions that accelerate the growth and improve visibility into the health of on-demand solutions and OpSource Analytics, the only application in the market that provides on-demand companies with a comprehensive and integrated real-time view into the business and operational health of their applications. |
| January 2007   | OpSource is named one of ASPnews.com's Top 25 Enablers as one of the most influential infrastructure providers for the SaaS industry.  |
| September 2006 | OpSource launches an on-line, interactive ordering system for OpSource On-Demand, available 24x7, truly providing "On-Demand", on-demand OpSource acquires \$20M in investment including series "C" funding led by Intel Capital, and the company is named the only certified service delivery partner for WebEx Connect.  |
| June 2006      | OpSource attains gold certified status in Microsoft's partner program.   |
| March 2006     | OpSource hosts the first SaaS Summit, dedicated to enabling and accelerating SaaS, to a sold-out crowd in Napa, CA.  |
| September 2005 | OpSource becomes the only SaaS infrastructure provider to be certified by salesforce.com to deliver the on-demand solutions of its ISV solution partners. Also, OpSource develops Certforce, an online application that automates and streamlines the certification process for salesforce.com's ISV solution partners.  |
| August 2005    | OpSource becomes the first to offer SaaS enablement for a wide variety of SaaS offerings, such as CRM, ERP, PLM, IVR, VoIP and voice.  |
| July 2005      | OpSource completes the rigorous SAS 70 Type II audit of the general controls supporting its SaaS delivery services.  |
| March 2005     | OpSource establishes its SaaS Ecosystem, a partner network of SaaS enablers that offer complementary skills and technologies, including Equinix, Microsoft, WebEx, salesforce.com, WIPRO and GlobalLogic.  |
| November 2004  | OpSource launches OpSource On-Demand, an award winning complete solution for on-demand service delivery.   |
| August 2004    | OpSource centralizes, rationalizes and standardizes the operational components of its SaaS infrastructure to optimize SaaS delivery, and remains, to this day, the only company to successfully deploy every SaaS customer on a common hardware, software and networking platform, while increasing the productivity and efficiency of its operations and easily introducing new SaaS delivery innovations such as virtualization and aggregation technologies.                                |
| February 2002  | OpSource is founded as a managed services provider focused on telecommunications companies and enterprise customers. Driven by customer demand, the company eventually shifts its focus to Software as a Service.  |

## You Build It. We Deliver It.

### Products and Technology

OpSource On-Demand is an award winning platform for the delivery of business services over the web for SaaS companies, on-demand businesses and business-to-business web companies. OpSource On-Demand includes everything necessary for delivering services via the web, including hardware, software and systems infrastructure, application management and tuning, and 24x7 customer and end-user support. Further, OpSource On-Demand offers turn-key and flexible end-user on-boarding and billing (OpSource Billing), and health of business analysis and reporting (OpSource Analytics), all of which are mission-critical elements for the growth and success of OpSource's customers. Most importantly, these capabilities are available via a single platform. OpSource provides these services utilizing a Success Based Delivery Model which includes unit-based pricing. Per-unit pricing allows fledgling businesses to take advantage of OpSource's best practices architecture with minimum financial commitment, and insures revenues will always precede any increase in the cost of delivery.

The OpSource Services Bus (OSB) is the foundation for OpSource's turn-key development and delivery environment for SaaS and business-to-business web companies. Based on a service-oriented architecture, the OSB allows on-demand applications running on the OpSource On-Demand platform to quickly and easily take advantage of OpSource and third party on-demand web services application components such as OpSource Analytics and OpSource Billing.

OpSource also has pioneered on-demand service acquisition with the only online, interactive, expert system that recommends a "best practices" OpSource On-Demand infrastructure designed specifically for the customer's application and business. OpSource customers answer a dynamic series of business and technical questions regarding their proposed service and then can view, modify, customize and/or purchase a recommended service delivery solution and begin using it in 72 hours or less.

### About OpSource

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit [www.opsource.net](http://www.opsource.net).

### Leadership

|              |                                    |
|--------------|------------------------------------|
| Treb Ryan    | President and CEO                  |
| John Rowell  | CTO and co-founder                 |
| Keith Adams  | CFO                                |
| Richard Dym  | CMO                                |
| Don Barlow   | SVP, Operations                    |
| Jon Beck     | SVP, Sales and Channel Development |
| Donald Green | SVP, Product Management            |

### Customers and Partners

OpSource's products and services continue to serve as a catalyst for spectacular innovation among over 175 large and small companies offering web-based services, including BMC, Business Objects, Oracle, Mattel, Etology, General Mills and Visual Mining. Partners include Equinix, Microsoft, WebEx, salesforce.com, Progress Software, WIPRO and GlobalLogic.

### Headquarters

5201 Great America Parkway, Suite 120  
Santa Clara, CA 95054

### Company Contact

Richard Dym  
CMO  
408.567.2031  
[richard@opsource.net](mailto:richard@opsource.net)

### Press Contact

Lisa Kennedy  
Citigate Cunningham  
415.618.8726  
[lkennedy@citigatecunningham.com](mailto:lkennedy@citigatecunningham.com)



**OpSource™**  
The Business of Web Operations

Corporate Headquarters  
5201 Great America Parkway  
Suite 120  
Santa Clara, CA 95054  
1-800-664-9973 (USA)  
+ 353 1 661 9979 (EMEA)  
[sales@opsource.net](mailto:sales@opsource.net)  
[www.opsource.net](http://www.opsource.net)