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Agile Software Chooses OpSource to Deliver On Demand PLM

Optimal On-Demand Reduces Costs 30%, Guarantees 100% Availability and Scales to Meet Demand for Software as a Service

Santa Clara, Calif., November 22, 2004 – Agile Software Corporation (Nasdaq: AGIL), a leading provider of product lifecycle management (PLM) solutions, has selected OpSource, Inc. as its service delivery partner for deploying Agile On Demand™ PLM, a software as a service solution for small and medium enterprises (SMEs). By leveraging OpSource's Optimal On-Demandsm, Agile was able to rapidly and cost-effectively bring Agile On Demand PLM to market without having to build a scalable infrastructure from scratch and become proficient in an entirely new set of operational disciplines. Optimal On-Demand is a complete, turnkey solution that enables software companies to provide software as a service without the inherent risk and investment in a costly services infrastructure.

"We chose OpSource because the company has an outstanding track record for resources and expertise in 24x7 systems management, call centers, hosting and networking, security, and disaster recovery," stated Craig Macy, vice president of products and customer care, SME Business Solutions, Agile. "Optimal On-Demand has reduced our cost of service delivery by 30% and allowed us to deliver a secure, scalable, highly available, high performing PLM solution to the SME market. OpSource has enabled us to continue to focus on what we do best, which is to develop software products that enable companies to drive profits, accelerate innovation, reduce costs and ensure regulatory compliance throughout the product lifecycle."

"Software on-demand is a costly business to operate, because the software company needs to invest in both infrastructure and software development," explained Treb Ryan, CEO of OpSource. "OpSource's Optimal On-Demand has transformed the way software companies deliver Software as a Service, by solving the vexing issues that have made on-demand

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solutions cost prohibitive. Moreover, our success based pricing ensures that expenses grow with revenues, not in advance of them.”

Agile On Demand PLM: Secure, Reliable and Available

To support Agile On Demand PLM, OpSource provides a fully redundant infrastructure hosted in a Tier 1 data center facility; security services, including redundant firewalls configured with session-based failover, load balanced Intrusion Detection Systems (IDS), and managed firewall/VPN solutions; a utility computing architecture to ensure maximum scalability; business continuity services, including regular backups and disaster recovery; escalation and support; change management; and integrated application, network, and system monitoring.

Optimal On-Demand

Optimal On-Demand empowers software companies to deliver the highest quality, most economical Software as a Service solution to end users. It is a comprehensive offering that combines all of the components required to successfully deliver on-demand applications, from a scalable hardware infrastructure to 24x7x365 technical support and customer service provided by the OpSource Customer Care Center (C3), under the software vendor’s brand. For software companies that offer Software as a Service solutions, Optimal On-Demand:

- Accelerates time-to-market
- Reduces total cost of ownership and investment risk
- Offers per-user “success based” pricing methodology
- Delivers 24x7 customer service and technical support for end users
- Enhances application security, stability, and performance
- Improves customer satisfaction
- Incorporates monitoring, ticketing, and document management via portal
- Integrates existing systems through the OptiTech Services Engine
- Guarantees 100% uptime and response time

OptiTech Services Engine

With its depth and breadth of operational expertise, OpSource can efficiently and transparently assume responsibility for the service delivery aspects of SaaS offerings at any stage in the application lifecycle. OpSource’s innovative, patent-pending OptiTech Services Engine enables software vendors’ existing systems, such as ticketing or monitoring, to be seamlessly linked with OpSource systems.

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About Agile

Agile Software Corporation (NASDAQ: AGIL) helps companies drive profits, accelerate innovation, reduce costs, and ensure regulatory compliance throughout the product lifecycle. With a broad suite of enterprise-class PLM solutions, time-to-value focused implementations, and a unique Guaranteed Business Results™ program, Agile helps companies get the most from their products. Alcatel, Boeing, Dell Inc., Flextronics International, Hitachi, Leapfrog, Lockheed Martin, Magna Steyr, Siemens, QUALCOMM and ZF are among the nearly 1200 customers in the automotive, aerospace and defense, consumer products, electronics, high tech, industrial products, and life sciences industries that use Agile solutions. For more information, call 408-284-4000 or visit <http://www.agile.com/plm/index.asp>.

About OpSource

OpSource enables software companies to deliver the highest quality Software as a Service (SaaS) solutions to end users. Optimal On-Demand(sm), a complete, turnkey solution built on OpSource's patent-pending OptiTech Services Engine(sm), allows software companies to provide SaaS, without the inherent risk and investment in a costly services infrastructure. Optimal On-Demand includes 24x7 systems management and call centers, hosting and networking, security, disaster recovery, change management, and more, all provided under the software company's brand.

Headquartered in Santa Clara, CA, OpSource has additional operations in the Los Angeles, New York City, Denver, Chicago and Washington, D.C. metro areas, as well as international offices in London and Bangalore. For more information about OpSource, visit the company's web site at www.opsource.net.

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