

**FOR IMMEDIATE RELEASE**

## **OpSource Implements RealOps AMP**

*Drives Automation and Scalability of SaaS Service Delivery*

**Herndon, VA – Feb. 28, 2006** – RealOps, Inc., a proven leader in Integrated Operations Automation solutions, announced today that OpSource has implemented RealOps AMP™ (Automation Management Platform) software to drive automation and scalability of its SaaS Service Delivery & Operations.

RealOps AMP is an integrated operations automation platform designed to enable IT organizations to define and automate their operational IT processes. RealOps AMP provides capabilities such as pre-defined IT process templates, the ability to design and schedule routine or customized process workflows, and the ability to automate responses. AMP utilizes adapters to easily integrate with management tools already in place in most IT environments. The solution has the flexibility required in most enterprise IT environments to support process automation in support of IT Service Management.

OpSource is solely focused on providing the operational infrastructure and ongoing services that enable software companies to deliver and maintain the highest quality Software as a Service (SaaS) solutions. Utilizing RealOps AMP as the core automation platform, RealOps professional services worked with OpSource to develop a custom module, called Automated Runbook (ARB), to store, report on, and automatically update information regarding customers, services, and infrastructure. The ARB automatically updates and pulls data from other databases and is set up for authorized customers and compartmental personnel to have customized views of the data.

“The ARB is able to automatically update as environmental changes occur, eliminating the time and expense of performing these tasks manually,” said John Rowell, SVP, Operations and Engineering, OpSource. “With RealOps AMP we’ve quickly accomplished several of our key 2006 strategic initiatives, such as automating the detection, reporting, and updating of our critical infrastructure data. Going forward we’ll be able to utilize RealOps AMP to easily automate additional processes such as data entry and consolidation, runbook consistency checks, and alerting personnel with change notifications.”

“RealOps is very excited to have OpSource as a valued customer,” said Sean McDermott, CEO and President of RealOps. “We were able to demonstrate the flexibility and ease of customizing the RealOps AMP platform to meet OpSource’s near term needs and provide almost immediate ROI. We enjoy hearing reports from OpSource operations staff on how they are continuing to utilize AMP to automate their operational processes.”

### **About OpSource**

OpSource, The SaaS Experts, is solely focused on providing the operational infrastructure and ongoing services that enable software companies to deliver and maintain the highest quality Software as a Service (SaaS) solutions. By choosing OpSource as a SaaS partner, the software company is free from infrastructure management and can focus on improving its applications and finding new customers. OpSource's Optimal On-Demand<sup>sm</sup> infrastructure platform provides immediate and ongoing ROI to software companies and our Optimal Integration service helps ease the transition to SaaS. We enable software companies to deploy SaaS quickly, effortlessly, and without risk. Software companies at any stage in the application lifecycle, delivering any type of application, can benefit from OpSource's comprehensive services and expertise. Our Success-Based Pricing<sup>sm</sup> model allows companies to begin with a minimum commitment, and expenses scale only as revenue increases. For more information about OpSource, visit [opsources.net](http://opsources.net).

**About RealOps, Inc.**

RealOps, Inc., a leader in IT service management, delivers proven Integrated Operations Automation software that streamlines and accelerates execution of critical operational service functions. RealOps bridges people, process, and technology within IT service management—enabling customers to minimize service downtime...prioritize operations response in accordance with varied service level...and reduce overall operating costs. RealOps customers include leading service providers and enterprises with highly complex, global IT operations environments. Headquartered in Herndon, Virginia, RealOps, Inc. can be found on the web at [www.realops.com](http://www.realops.com).

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