



**OpSource**<sup>™</sup>  
The Business of Web Operations

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## **Hyperwave Selects OpSource for Web Delivery of Innovative On- Demand Conferencing and Collaboration Service**

### *Web Operations Key to Meeting Mid-Market Requirements for Scalable, Collaborative Information Management Solution*

Santa Clara, Calif. – August 13, 2008 – OpSource<sup>™</sup>, the leader in Web operations, today announced that Hyperwave, a leading provider of Collaborative Information Management (CIM) solutions, has chosen OpSource On-Demand<sup>™</sup> for scalable delivery of Appswave Conferencing, its new on-demand conferencing service. Hyperwave will leverage OpSource's Web operations to accelerate Appswave time-to-market while significantly reducing its upfront investment in delivery infrastructure.

Appswave Conferencing enables teams to hold online meetings at anytime without the need for extensive planning and set up. It incorporates presence awareness and instant messaging, which keep teams constantly informed of the availability of individual members. Sessions can be recorded and the entire meeting can be archived as a compact file for future review.

Frank Schlingensiepen, Director Web Conferencing of Hyperwave, said, "Knowledge is the intellectual capital, the very lifeblood of every enterprise, so when you look at a Fortune 500 company, there's no problem selling in the need for real-time collaboration. But knowledge is no less critical for the company with 200 to 500 employees, yet they are not prepared to make such an investment. With OpSource On-Demand, we will provide a SaaS version of our conferencing solution, enabling medium-sized businesses to collaborate in real-time so their knowledge can be both shared and expanded upon by others in their organizations."

Richard Dym, CMO of OpSource, said, "Hyperwave's Appswave Conferencing solution brings anywhere, anytime on-demand Web conferencing and knowledge sharing to the mid-market. While the ad-hoc nature of its use makes it a perfect SaaS application, successfully reaching the mid-market requires a reliable and scalable yet economical SaaS delivery solution. We're very pleased that Hyperwave selected OpSource On-

Demand as their Web operations solution and we're looking forward to working with them as they bring their enterprise collaborative information management solution to the mid-market."

### **About OpSource On-Demand**

A comprehensive, award-winning Web Operations solution, OpSource On-Demand enables Software-as-a-Service (SaaS) and Web companies to quickly and securely deliver their applications and services over the Web to consumers and businesses alike. Going far beyond full-featured managed hosting, it includes the application management, compliance and business services that are necessary for on-demand business success. OpSource On-Demand includes:

#### Technical Operations

- Best-in-class, scalable software, hardware and network infrastructure
- World-class data center facilities
- Redundant carrier class load balancing architecture
- In-depth 24x7 monitoring, security, and management procedures backed by SAS-70 Type II audits
- Built-in high availability solutions from simple clustering to wide-area Disaster Recovery

#### Application Operations

- Data management
- Performance management, including multipoint user-experience monitoring
- Application Roll Out and Change Management
- Application optimization
- Compliant infrastructure, processes and procedures including: SAS 70 Type II audited, HIPAA and PCI DSS compliance and salesforce.com and WebEx certifications

#### Business Operations

- OpSource Billing™ - An end-to-end subscription management, metering and payment stand-alone solution, or as part of OpSource On-Demand
- OpSource Connect™ - A Web services infrastructure and integration toolset, for application integration in the "Cloud" and behind the corporate fire-wall
- OpSource End-User Support™ - 24x7 customer branded end-user support
- OpSource Analytics™ - A real-time application and customer usage information, and health of business analysis and reporting tool

### **About OpSource**

OpSource™ delivers Software-as-a-Service (SaaS) and Web applications for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand™, the leading Web operations solution, 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. Further, by using OpSource Connect™ companies can leverage Web services such as OpSource Billing™, OpSource Analytics™ and OpSource End-User Support™ and integrate their applications with other SaaS applications over the Internet as well as with enterprise applications behind the corporate firewall. 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 Pricing<sup>SM</sup>, 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.opsource.net](http://www.opsource.net).

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#### **About Hyperwave**

Founded in 1997, with headquarters in Graz, Austria, Hyperwave is a leading provider of Collaborative Information Management (CIM) solutions with a fully integrated e-learning and web conferencing environment. Hyperwave solutions help companies bring greater efficiency to their decision-making processes, make decisions traceable, and communicate them faster. Worldwide, more than 300 customers with more than 600,000 users in the public and private sectors have chosen Hyperwave as a strategic partner. For more information about Hyperwave, visit [www.hyperwave.com](http://www.hyperwave.com).

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