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OpSource Billing CLM Generates Revenue for On-Demand Companies

Self-Service Customer Lifecycle Management Solution Delivers On-Boarding, Subscription Management, Billing and Integration with Salesforce.com and Other Leading SaaS Applications

Santa Clara, Calif., – October 7, 2008 – OpSource™, the leader in Web operations, today announced the availability of OpSource Billing CLM™, an end-to-end subscription management, metering and payment solution available as a standalone service as well as an integrated component of OpSource On-Demand™. OpSource Billing CLM is the next generation of on-demand customer lifecycle management solutions, combining rapid Web service installation, self-service ease of use and comprehensive customer on-boarding, subscription management and billing capabilities. Level 1 PCI DSS Compliant, OpSource Billing CLM elevates billing from its traditional services role to a revenue generating tool for SaaS and Web companies.

Bill McNee, Founder and CEO of Saugatuck Technology, said, "The software industry's shift from traditional software licensing to an on-demand model requires fundamental changes to operational functions, such as billing. ISVs in transition to SaaS may overlook the complexity of what is required to support SaaS billing. Even some established SaaS providers do not have adequate systems to support billing and related processes. SaaS and On-Demand Infrastructure billing and payment hubs have moved in to fill the need. Moreover, as billing and payments are outside the core competency of Cloud providers of all stripes, these hubs can provide superior services to a number of different types of cloud-based providers and at a much lower cost to the provider than homegrown systems."

OpSource Billing CLM enables sales and marketing departments of SaaS and Web companies to increase their revenues by quickly and easily changing trials, promotions and pricing, all without requiring IT help. Integrated customer analytics identify purchasing trends, enabling rapid pricing and promotion responses to changing customer behavior. And, self-service rapid response translates into increased revenues. Delivered as a Web service, OpSource Billing CLM is easy to integrate into on-demand applications, taking days rather than months. Additionally, with the integration of OpSource Billing CLM and leading SaaS applications, companies can now pass data directly and securely to third-party systems including Salesforce.com.

Michael Goolden, CEO of L7 Performance Management, said, "Billing is a critical part of conducting business and OpSource's straightforward and intuitive billing application gives us complete, end-to-end billing functionality without having to invest our resources internally. OpSource Billing CLM has enabled us to cut the time it takes to on-board customers, reduce processing costs and provide greater scalability and flexibility, which helps us collect and generate revenue quickly and efficiently."

OpSource Billing CLM includes the comprehensive set of services necessary to manage the customer lifecycle. Self-service features include:

- Customer on-boarding
- Subscription management
- Trial and promotional pricing
- Metering
- Transaction processing
- Billing
- Analytics
- Integration with Salesforce.com and other leading on-demand applications
- White labeling
- Internationalization, including European-based payment systems
- Multiple payment gateway support
- Comprehensive auditing capabilities for enhanced security

OpSource CEO, Treb Ryan, said, "The release of OpSource Billing CLM demonstrates our continued commitment to not only meeting the billing requirements of on-demand companies, but also to helping our customers increase their revenues. We've taken billing, a necessary component of every on-demand solution, and turned it into a strategic component that delivers competitive advantage. No longer just a way to bill and collect fees, OpSource Billing CLM self-service capabilities mean our customers can more efficiently and profitably run their businesses."

Pricing and Availability:

OpSource Billing CLM is available immediately as a standalone Web service, or as part of OpSource On-Demand. For pricing information, please contact sales@opsource.net.

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^{SM}, 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.

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