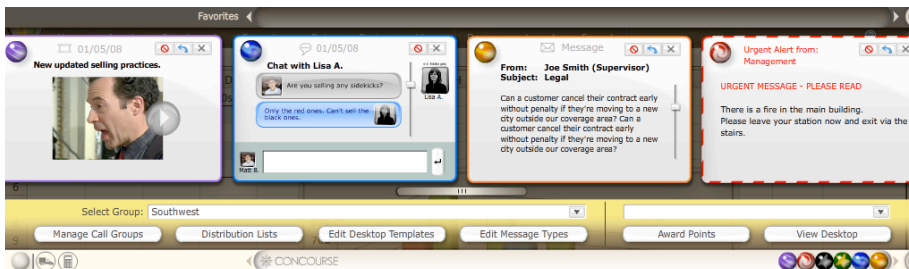


What is Unified Communications?

Unified Communications (UC) is the convergence of such technologies as instant messaging, e-mail, voice, video, mobile and/or other presence or persisted, federated data in or near real-time. This convergence of technologies and information enables companies and employees to reduce the lag time between stakeholders such as an agent and a subject matter expert, or an agent and a customer.

Adaptive Engineering delivers a suite of Unified Communication applications called Concourse which bring more meaningful, resilient collaboration to enterprises. With Concourse, the course of action is real-time, intuitive and creates collaborative communities, making employees more efficient and their work more enjoyable.



ae Adaptive Engineering is the award-winning software development company that provides efficient and intuitive visual solutions to businesses and organizations looking to save time and money. Committed to delivering innovative visual applications, Adaptive Engineering collaborates with its clients to accelerate efficiencies and productivity within their business or organization. Their unique unified communications and collaboration suite of applications and business driven approach allow enterprises to focus cost and can be found streamlining business processes in large enterprises and call centers. Founded in 2003, Adaptive Engineering operates globally with offices in Americas, Europe, Asia and the Middle East. More information is available at: www.adaptiveengine.com.

Single log-on: Concourse provides a common user experience with a unified, single logon across all communication channels. This means greater efficiencies for users and your IT department. The Concourse Unified Communication suite is built around the user.

Immediate and flexible communication: Concourse gets the word out fast, whether you need to communicate one-to-one or one-to-many.

Maximize existing assets: Concourse delivers real business value through leveraging not replacing your existing infrastructure, applications and technology. Unlike other unified communication providers, our path is with open, standards based future-ready technology and not locked into any one vendor's portfolio of products. This allows our customers the ability to choose the most cost effective solution specific for them.

Improve efficiency and decrease costs: Because Concourse enables you to get in touch with the right person wherever they are and through the most appropriate method, business processes are accelerated. And you don't have to be in the office to make it happen; employees are no longer bound by geography. Through virtualization businesses gain efficiencies through realized reduction in facilities costs, the ability to leverage skilled knowledge base and talent, and improve collaboration of resources.

Add revenue: Whether its incremental sales or customer retention, Concourse provides real-time, seamless communication that enhance the customer experience and your business' bottom line. Orders can be fulfilled faster, customers are provided with services from the right individuals to help drive sales, and facilitating sales that were not previously possible before.

Community-centric: With Concourse's business driven approach, employees and employers alike benefit from real-time collaboration, accelerated resolution levels and skill-based knowledge transfer virtually, which translates to better morale, a more knowledgeable work-force, and higher levels of employee retention.