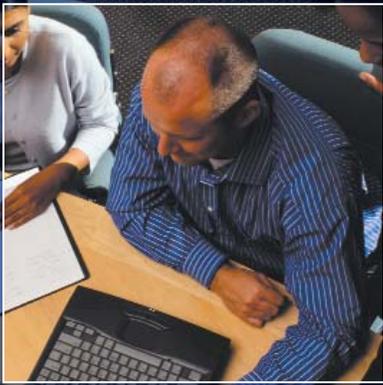


# FIRSTCLASS<sup>®</sup> Solution Sheet



## Distributed Businesses

FirstClass addresses the unique communication and collaboration requirements of organizations with distributed business models,

including:

- Retail
- Franchises
- Advertising Agencies
- Hospitality/Food Services
- Healthcare Networks
- Professional Services
- Virtual Organizations

Distributed businesses have very unique IT requirements. Many operate with a centralized IT group and may not have dedicated on-site IT staff at all locations. In some cases, they may not even provide or manage the computers that are used to access corporate IT systems. As a result, traditional business communication solutions can present many challenges when deployed across an environment of distributed staff and centralized resources.

### FIRSTCLASS SOLUTION HIGHLIGHTS

The FirstClass Collaboration Suite is a cost-effective, enterprise-class solution designed to enhance communication, collaboration and knowledge sharing by connecting distributed employees within a secure, shared environment. Some highlights of the FirstClass feature set that support a distributed business model include:

- **FirstClass Email & Instant Messaging** - secure email and instant messaging that enables staff in all locations to stay in touch.
- **FirstClass Calendars & Contact Management** - calendars and contacts can be personal or shared amongst a group and enable staff to easily manage their schedules, plan activities and book available resources.
- **FirstClass Conferences & Work Spaces** - permissions-based, shared spaces that facilitate group email, calendars, and electronic resource distribution and enable large groups or smaller work teams to easily collaborate and share resources within a secure online environment.
- **FirstClass Web Publishing** - web publishing tools that enable organizations to set and maintain a consistent corporate branding and design framework for all websites and delegate content updates to local staff, with no HTML knowledge required.
- **FirstClass File Storage & Sharing** - Files of any type can be transferred to conferences, work spaces, or a user's personal file storage repository through simple "drag and drop" from a local computer or through the available Upload/Download tools within FirstClass.

FirstClass delivers significant benefits to distributed organizations, including:

- **Enabling a Team-based Approach** - distributed staff can often feel isolated. FirstClass enables businesses to build a collaborative, online community that connects employees together as a team, regardless of their location.
- **Multiple Platform Support** -- Windows, Mac OS X (PPC or Intel), Linux client, web browser and mobile devices -- enables anytime, anywhere access
- **Low Cost Of Ownership** - With FirstClass, there is no need for VPNs, terminal servers, server farms, separate application servers, IT-managed desktop installs, and other overhead that drives up the cost of traditional business communications solutions.