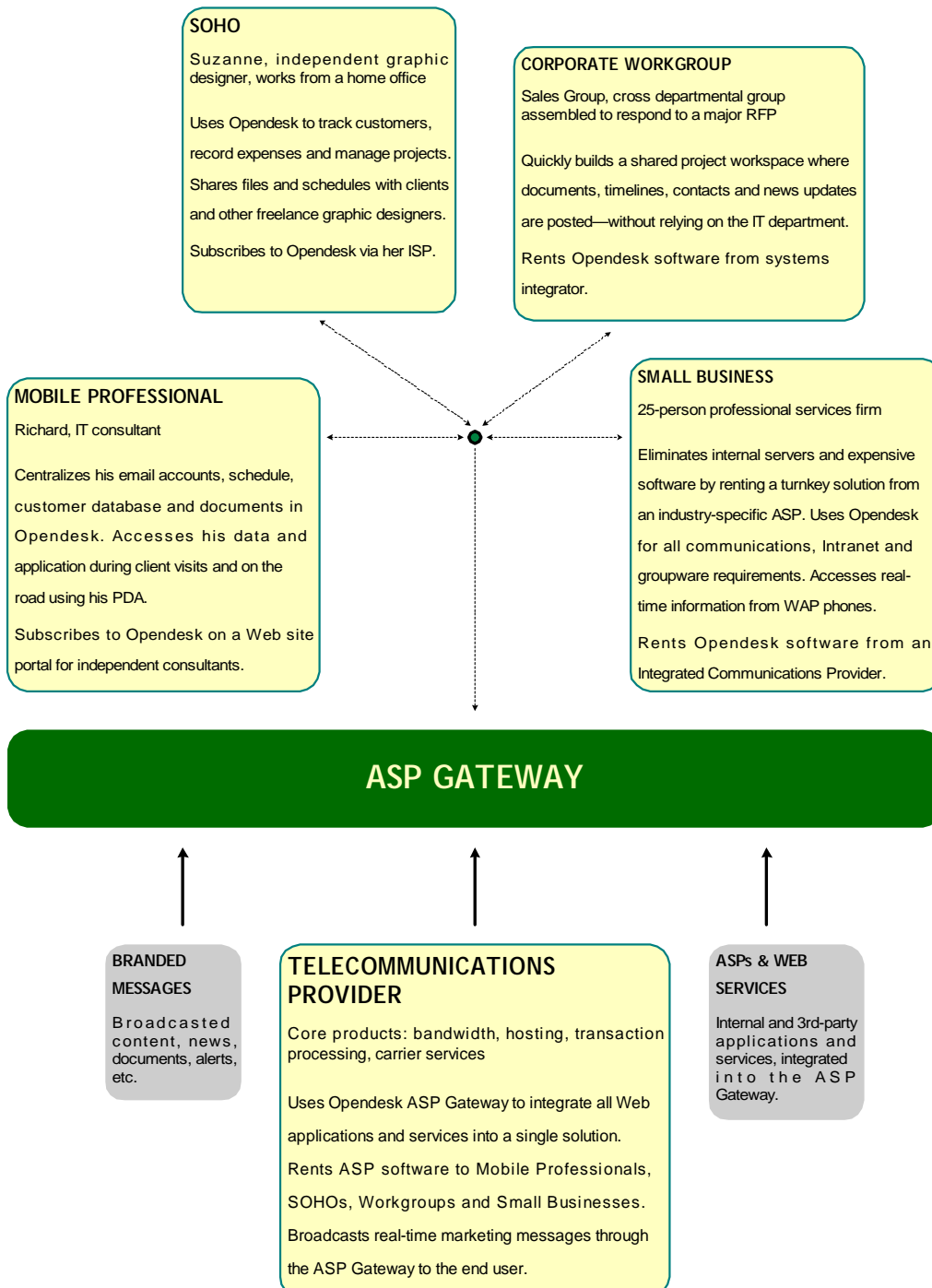# Opendesk

Opendesk ASP Gateway Version 2.6

Opendesk ASP Gateway is a **turnkey solution** for delivering revenue-generating ASP applications to mobile professionals, corporate workgroups and small business.

Available to be installed and integrated in your existing data center, Opendesk ASP Gateway provides **sophisticated business applications**, **service provider management tools** and **open APIs** to connect to existing and third-party applications.

Use Opendesk ASP Gateway to deploy a turnkey ASP service under your own brand in under 30 days. Or, aggregate best-of-breed ASPs into Opendesk's, integrated environment.

SOHO

Suzanne, independent graphic designer, works from a home office

Uses Opendesk to track customers, record expenses and manage projects. Shares files and schedules with clients and other freelance graphic designers.

Subscribes to Opendesk via her ISP.

CORPORATE WORKGROUP

Sales Group, cross departmental group assembled to respond to a major RFP

Quickly builds a shared project workspace where documents, timelines, contacts and news updates are posted—without relying on the IT department.

Rents Opendesk software from systems integrator.

MOBILE PROFESSIONAL

Richard, IT consultant

Centralizes his email accounts, schedule, customer database and documents in Opendesk. Accesses his data and application during client visits and on the road using his PDA.

Subscribes to Opendesk on a Web site portal for independent consultants.

SMALL BUSINESS

25-person professional services firm

Eliminates internal servers and expensive software by renting a turnkey solution from an industry-specific ASP. Uses Opendesk for all communications, Intranet and groupware requirements. Accesses real-time information from WAP phones.

Rents Opendesk software from an Integrated Communications Provider.

ASP GATEWAY

BRANDED MESSAGES

Broadcasted content, news, documents, alerts, etc.

TELECOMMUNICATIONS PROVIDER

Core products: bandwidth, hosting, transaction processing, carrier services

Uses Opendesk ASP Gateway to integrate all Web applications and services into a single solution.
Rents ASP software to Mobile Professionals, SOHOs, Workgroups and Small Businesses.
Broadcasts real-time marketing messages through the ASP Gateway to the end user.

ASPs & WEB SERVICES

Internal and 3rd-party applications and services, integrated into the ASP Gateway.

Opendesk Organizer tools, delivered over the Web

Opendesk

Build or Enhance Web-based Services with Opendesk

Web-based applications and services have grown explosively and now represent the cornerstone of any successful e-business strategy. Utilizing the Internet to connect customers, suppliers, and applications has created new ways to transact business. Successful Web-based services include email, Intranets, e-commerce and online banking.
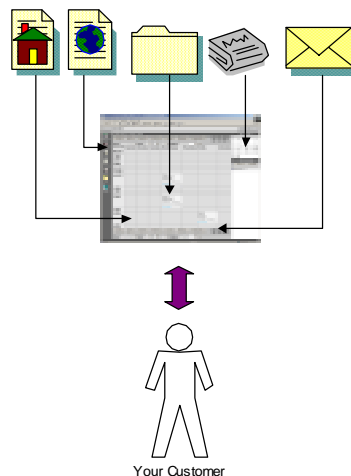
Application Overload

But while user demand for Web services has created new opportunities for business, customers are faced with a bewildering array of systems they must use. Without proper integration, these Web applications become a mess of incompatible software and inconsistent user interfaces. Your customers must juggle passwords, URLs, and try to make sense of programs that do not share or integrate data intelligently.

Your Customer

Why make your customers integrate your applications manually?

Any added value of third-party applications and services is drastically reduced when users have to interact with each application separately.

Unify Your Web Applications

Your Customer

Opendesk's **ASP Gateway** integrates all of your Web services and applications into a single, unified Web environment. Opendesk includes all the **communication and collaboration tools** (such as messaging, file storage, scheduling and workflow) that allow existing and third-party Web services to work together seamlessly.

As a stand-alone ASP, Opendesk creates new revenue streams by allowing you to rent software applications to your customers. As an integrated solution, it provides your customers with a single login and gateway to a wide variety of Web applications whether built into Opendesk, provided by you, or delivered by third-party ASPs.

Intranet applications let users collaborate in an intuitive Web environment

Synchronization with desktop organizers and Palm OS/ Pocket PC devices ensures that data is portable

Opendesk is available on any WAP compliant mobile telephone or wireless device

"We evaluated many solutions and chose Opendesk because it is the only product that combines sophisticated applications with seamless integration with other ASPs. We were able to deploy our ASP service quickly without sacrificing the ability to customize the product to suit our needs." - Raymond Jones, Chief Executive Officer, vFirm

Opendesk

Opendesk ASP Gateway – Product Overview

Opendesk is designed for quickly and economically deploying Web-based services. Opendesk technology allows businesses to become Web service providers.

o **ASP GATEWAY PLATFORM**

  Opendesk's server tools can be installed and supported by third-party hosting providers or integrated into your existing server environment.
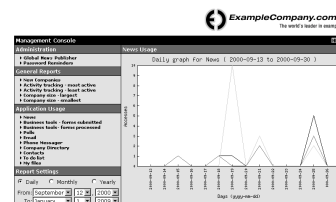
o **BUNDLED APPLICATIONS**

  Opendesk includes a suite of communication and groupware tools that can be deployed "out of the box." Launch a standalone ASP service in under thirty days or integrate Opendesk with existing Web services to create a total solution.

o **MANAGEMENT TOOLS**

  A complete Web-based management system eliminates the hassles of deploying and managing your Web service. From customer service and content provisioning to visual statistics, Opendesk provides a turnkey management solution.
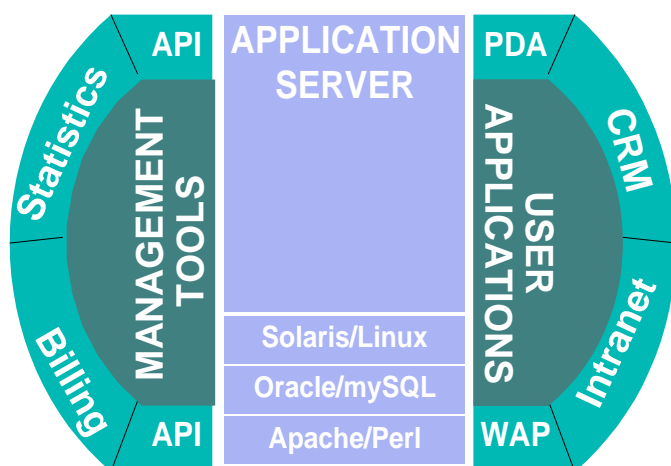
o **INTEGRATION AND CUSTOMIZATION**

  Easily connect to existing and third-party Web services via Opendesk's standards-based open API. Opendesk can be customized and extended in infinite ways to create truly unique solutions.

Reporting and management tools are built-in, drastically reducing support and administration costs

Our experience with Opendesk has been overwhelmingly positive. Because many of our personnel are working on several projects at once and are in different locations, communication among our people is essential. Your product has allowed our company to communicate efficiently and effectively with ease. What used to require a phone call or visit can now be accomplished on Opendesk in a moment.

End user Dan O'Reilly, Chicago, IL

"Opendesk's software platform is extremely flexible, allowing us to leverage the systems we already have in place and look ahead to new applications we will develop. By unifying our applications on a single online platform we can offer our customers an integrated solution."

-**Manoj Tripathi, Chief Technology and Operations Officer, VitalLink Business Systems**

Opendesk

Opendesk ASP Gateway – Case Studies

vFirm

vFirm provides a suite of web-based applications targeting small professional firms, including legal, accounting, financial services and consulting firms.

The company needed an ASP platform that would be powerful enough to provide all the core tools of its *vWebTop* service while being flexible enough to integrate with other best-of-breed ASPs.

"Access to applications and data is mission critical for professional services firms. Opendesk is built on robust, scalable technology and the product's open architecture guarantees that we can extend and enhance *vWebTop* in the future."
Clyde Kunst, Chief Technology Officer

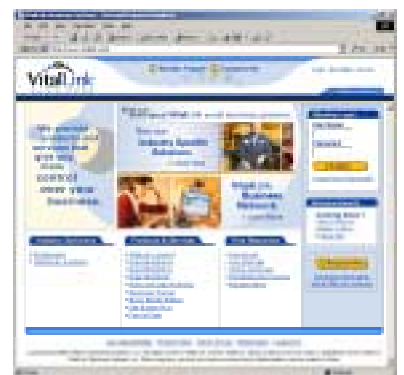Find out more about vFirm at www.vfirm.com.

VitalLink

VitalLink Business Systems provides online management solutions to restaurants, bars and nightclubs. With a growing portfolio of products that includes real-time video monitoring, pour management and point-of-sale systems, VitalLink applications enable small business owners to streamline operations, increase productivity and reduce costs.

VitalLink needed a platform that would unify all of their online services into a single, easy-to-use gateway for their customers. The company also needed to complement their specialized applications with core communications and collaboration tools to satisfy the unique needs of the restaurant and bar industries.

"We considered the choice of a unifying online platform as a strategic decision for our business. We chose Opendesk because it had the perfect combination of built-in applications and a robust technology platform that we could enhance for years to come. Opendesk's expertise in implementing ASP solutions and integrating third-party systems was crucial for VitalLink."
Patrick Blair, VP Business Development

Find out more about VitalLink at www.vitallink.com.

Opendesk

Opendesk ASP Gateway Version 2.6 – Fact Sheet

End-User Applications

- Calendar
- Email
- File Manager
- Contacts
- User Preferences
- Phone Messages
- To Do
- Bookmarks
- Scratch Pad
- Global Search
- News
- Polls
- Instant Messaging
- Group Discussions
- Business Tools

General Features

- Help Files
- PDA Synchronization
- WAP Access
- Multi-Language Support
- Meeting Maker
- Sharing
- User Roles

Service Provider Applications

- Broadcast News
- Broadcast Polls
- Broadcast Discussions
- Broadcast Files
- Broadcast Events
- Broadcast Contacts
- Broadcast Emails
- Broadcast Links
- Banner Ad Management
- Customer Support Tools
- Usage Reporting Tools

Interface Options

Microsoft Internet Explorer (4.x and higher), Netscape Communicator (4.x and higher), WAP browser, Palm OS compatible devices (Internet synch), Pocket PC compatible devices (Internet synch)

Server Requirements

Operating system: Unix (Solaris, Linux, BSD, HP-UX, AIX)

Database: mySQL, Oracle

Minimum system requirements (single-server setup): 512 MB ram, 60 GB hard disc

Recommended system requirements (single-server setup): 2 GB ram, 120 GB hard disc RAID

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