

People are the most valuable assets in a services based economy. The right people, working on the right problem, at the right time, can transform your services business. While traditional enterprise applications can track and manage fixed assets, they lack real-time visibility into the Presence and Availability of an increasingly dispersed workforce. Further, current enterprise applications do not have access to a pervasive platform for communicating with the right people in real-time. Additionally, the Web does not enable an application to find and initiate a session with a user, and e-mail does not allow a user to interact with an application. Where do you go from here?

Accelerating business processes in the real-time enterprise

The Vayusphere platform accelerates a corporation's repetitive, time critical, field oriented, and high value business processes by leveraging the power of Presence information and persistent communication technology. Vayusphere's products enable event-driven enterprise applications to find, notify, and capture *InstantResponse* from employees and customers, ensuring that the right people are working on the right problem at the right time.

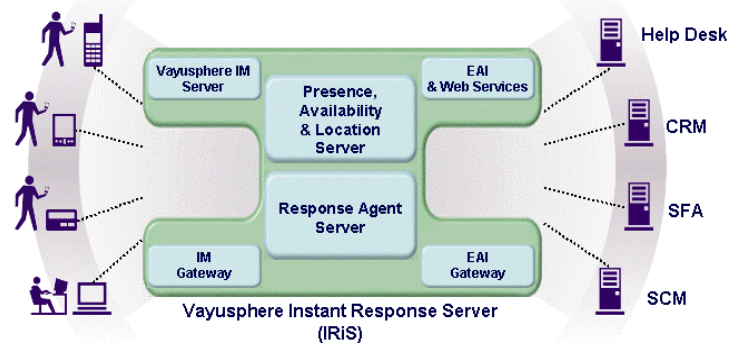
Vayusphere – bringing enterprise resources together for instant response

Leveraging the increasing momentum of Instant Messaging (IM) deployments within an enterprise, the Vayusphere Instant Response Server (IRiS) extends IM communication to include enterprise applications, such as CRM, SFA, FFA, SCM, and ERP. IRiS provides enterprises with a fast path to "presence enable" existing enterprise and web applications. Through a unique combination of three processes – Smart Find, Assured Notification, and Actionable Response – IRiS can dramatically improve productivity and accelerate the time to execute critical business processes:

- **Smart Find:** Applications leverage dynamic information exposed through the innovative Presence and Availability Database of IRiS to intelligently identify the most qualified and available resource to instantaneously respond to an event.
- **Assured Notification:** Applications use IRiS to securely dispatch messages to the device on which the targeted resource is active and available.
- **Actionable Response:** IRiS creates "actionable" messages by including application context and an action list to quickly respond to and interact with the originating enterprise application.

Applications can now send notifications to the most qualified and available resource and enable instant interaction between this user and the application. When integrated with an enterprise IM solution (e.g. Vayusphere Instant Messaging (VIM), IBM/Lotus Sametime™, or MS Exchange IM™) the solution allows for secure and reliable user/application interaction over the multitude of platforms supported by the IM

sub-system. For extensive reach, IRiS can communicate with public services, like AOL Instant Messenger, Microsoft .NET Messenger and Yahoo! Messenger.



Instant Messaging in the enterprise

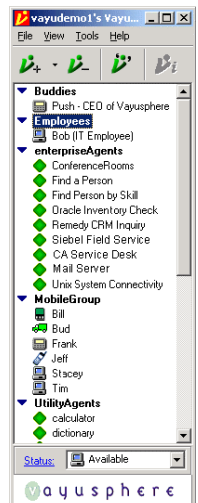
IDC, a research firm, predicts the number of global corporate IM users will increase more than tenfold from 18.4 million in 2000 to 229.2 million in 2005. Today, IM vendors offer solutions on multiple platforms – wired and wireless – making IM a ubiquitous application with similar user experience across all platforms. Combined with enterprise class security, authentication, access control and administration capabilities, IM is on its way to becoming an enterprise's lifeblood for collaboration.

Power of Presence

What distinguishes IM from other communication mediums is the notion of Presence – an indication of a user's on-line status and availability. IRiS has the ability to store and propagate multiple users' presence data. When combined with a user's device-type and personal information, presence provides important context to a messaging session that allows all participants to adjust their communication to best match the situation. Additionally, when a user is completely offline, IRiS can forward messages to a pager or SMS device.

Presence enabling applications

Presence enabled applications provide a new dimension to the people-to-applications interaction process. Today, most applications disseminate time sensitive information by sequentially polling users through an assign/time-out/re-assign process until they detect the appropriate user – resulting in a significant waste of time and resources to complete the process. However, with the knowledge of presence and availability, applications can deliver intelligent notifications to the appropriate user on the appropriate platform, resulting in instant information delivery with fewer back-office dispatch and administrative resources. Upon receipt of the presence information, the application agent can facilitate interaction with the user by accounting for the user's capabilities, providing an integrated actionable response environment.



"IRiS will revolutionize enterprise computing for distributed workers in much the same way that the Web browser revolutionized enterprise computing for deskbound workers."

Marc Andreessen, Netscape founder

Transforming real-time messaging to the real-time enterprise

At the heart of the Vayusphere Instant Response Server (IRiS) technology are **Response Agents**, small footprint applications that enable the interaction of the user with enterprise applications on an IM service. These Response Agents integrate the user's context – presence, availability, location, device type – to the application's context and workflow state, to increase the effectiveness and the timeliness of the interaction. The Response Agents also support application specific business logic and user personalization. This unique combination of intelligent notification and actionable response dramatically reduces the time it takes to execute critical business processes. It also enables mobile personnel to enter critical data about the issue they have just resolved, eliminating the lag-time and expense of manually entering data from paper forms.

Sample Response Agents and interactions enabled by IRiS

- **Field Service application agent:** provides presence based push notification to the appropriate field service representative from a list of on-call personnel, and facilitates actionable response by providing access to other resources (applications and people) to quickly resolve the customer issue, and enter relevant time and materials data
- **SFA (sales force automation) agent:** forwards new sales lead to the appropriate sales professional enabling them to be more effective
- **LDAP agent:** queries corporate directories for instant information retrieval

Extending the platform – creating custom Response Agents

Vayusphere provides out-of-the-box implementations for some vertical market applications and provides an extensible SDK to develop and deploy custom Response Agents.

The platform implements the bulk of the common Response Agent services, which allows developers to concentrate on application specific business rules and functionality. These services include:

- Integration to IM services: Enterprise IM servers like Vayusphere IM, IBM Lotus Sametime, MS Exchange IM, and public services like AOL Instant Messenger, Microsoft .NET Messenger and Yahoo! Messenger
- API access to an aggregated presence database
- Standard connectors to enterprise applications
- SDK and API's to quickly create and implement application specific modules
- Message management features including queuing, escalation and message priority
- Agent management framework to manage agents and their operation

Benefits of IRiS

- Enables new form of user interaction based upon contextual communication, creating effective and assured interaction and rapid decision making
- Write once, deploy everywhere – ease of development and deployment to all types of devices (wired/wireless)
- Reduces learning curve and enhances time to ROI – by leveraging the universally familiar and intuitive IM interface
- End-to-End Security – IRiS extends the enterprise resources securely to all users over all devices, by leveraging the robust security provided by the VIM
- Reliable architecture – VIM is deployed over a reliable and time tested IM architecture, which supports millions of subscribers
- Flexibility of solution components – the Instant Response Server supports multiple IM systems (private and public); Response Agents can be developed and tailored to individual customer's needs
- Extends gracefully to all platforms when used with VIM – always keeping the user connected to their enterprise resources

Vayusphere Solutions System Requirements

Instant Response Server (IRiS)

- Operating Systems: Solaris, Windows 2000, Linux
- Minimum Hardware: Sun SPARC or Intel 450MHz CPU, 384MB RAM, 1 GB free Disk Space
- Out-of-the-box Agents for:
 - Remedy™ AR System
 - Siebel Field Service™
 - Computer Associates Service Desk™
 - LDAP
 - SQL
 - Unix Remote Shell
- SDK – Web Services, Microsoft .Net, Java, Perl, HTTP API's

Vayusphere Instant Messaging (VIM)

- Operating Systems: Solaris, Windows 2000, Linux
- Minimum Hardware: Sun SPARC or Intel 450MHz CPU, 384MB RAM, 1 GB free Disk Space
- Supported Clients: Windows 98/NT/2000, Java Applet, Palm OS, Pocket PC, RIM OS, WAP

