

GRAPHON DELIVERS SPEEDY RESULTS FOR INTERNATIONAL ADDRESS MANAGEMENT SUPPLIER.



Capscan Saves Time and Money by Web-enabling CRM Application with GO-Global Server-Centric Solution.

Customer Solution at a Glance

Company Profile: Capscan is a global leader in address management solutions and services headquartered in London, UK.

Business Need: Capscan needed Web-enabled access to its ACT! CRM application without the expense and disruption of upgrading to a new, Web-based version of the software.

GraphOn Solution: By deploying GraphOn's server-centric GO-Global® for Windows solution, Capscan's sales force now has easy, efficient, and transparent access to ACT!

Results:

- Easy application access from any location, platform, and operating system.
- Improved performance and stability.
- Elimination of downtime and retraining.
- Savings of money, time and resources.

Capscan Ltd is a leading supplier of international address management software solutions and data integrity services. Capscan customers are able to provide improved customer service through effective address and data management, and are able to achieve compliance with government and legislative standards for best practices. Capscan has more than 1,800 customers worldwide, spanning a broad range of commercial and public sectors.

Capscan relies on the ACT! customer relationship management (CRM) application from Sage Software to access its contact and customer information, manage and prioritize activities, and track and improve business relationships.

When the company recently needed to extend its use of the CRM application by providing Web-enabled access from remote locations, Capscan turned to GO-Global from GraphOn.



Access to Applications Anywhere.

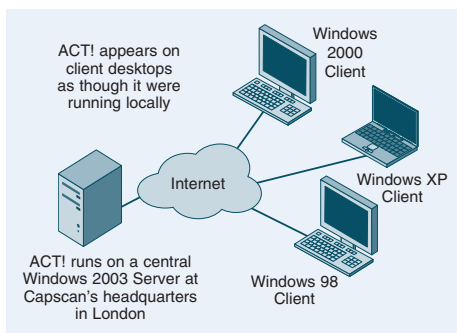
Web-enabled Remote Access Requirements

“With a satellite office in Manchester and sales personnel working away from the office on a regular basis, we needed to find a solution that would allow us to access our ACT! application without having to take along remote copies which inevitably are not synchronized regularly,” said Capscan Operations Manager Ian Spring. “One option was to upgrade to a newer, Web-based version of ACT!, but such a move would have been cost-prohibitive and would have involved substantial downtime and retraining issues.”

Instead, Capscan selected GraphOn for a fast, simple, and affordable solution. The GO-Global application delivery solution provides instant Web-enabled access to centrally-running Windows applications from any location, platform, and operating system. It provides outstanding performance, even over slow dial-up lines and high-latency Internet connections. GO-Global eliminates the need to deploy complex infrastructure such as Microsoft Windows Terminal Services or Citrix.

Deploying GO-Global

Today, Capscan runs ACT! on its central Windows 2003 Server along with the GO-Global server software. Deploying GO-Global was quick and painless. No changes were needed to the application.



Capscan's GO-Global implementation.

Local and remote users – which include sales account managers as well as administrative, marketing and technical staff – access ACT! from a variety of desktop and laptop computers running operating systems such as Windows XP Professional, Windows XP Home, Windows 2000, and even a few running older versions such as Windows 98 SE.

“GO-Global has allowed us to retain our existing CRM solution, meaning a savings in upgrade costs, downtime and retraining resource, all of which would have been critical issues had we upgraded to a web-based CRM application.”

Ian Spring
Operations Manager
Capscan Ltd

To access the centralized application, each user simply runs an extremely small GO-Global thin client which is totally invisible. ACT! looks and feels exactly the same as if it were running locally.

While Capscan users all run native Windows GO-Global thin clients, GraphOn also offers Linux clients, Mac clients, Java clients, and browser plug-ins.

Improved Performance

“Performance of ACT! has been significantly improved when used through GO-Global compared to a local client installation,” continued Spring. “It is also



Thanks to GO-Global, Capscan's sales force can now instantly access their CRM application from any location, platform and OS.

a far more stable solution than having individual ACT! installations on client desktops and laptops.”

A key to GO-Global’s outstanding performance lies in GraphOn’s patented RXP communications protocol. RXP is much faster and offers vastly improved data compression as opposed to other solutions. By only publishing the application’s GUI over the network – and not the entire desktop – RXP provides near LAN-like performance, even over low-bandwidth connections.

“GO-Global has provided the best value for our company while requiring a minimal amount of disruption during implementation,” concluded Spring.



Access to Applications Anywhere.

5400 Soquel Avenue, Suite A-2
Santa Cruz, California 95062 USA
1.800.GRAPHON or 603.225.3525
Fax: 831.475.3017 • Email: sales@graphon.com
Europe: +44.1344.668534

© 2007 GraphOn Corporation. All rights reserved. GraphOn, the GO logo, and GO-Global are trademarks or registered trademarks of GraphOn Corp. All other trademarks belong to their respective owners.