



Intraware SubscribeNet® QuickStart Methodology

Intraware SubscribeNet® is a web-based delivery and support solution that enables software publishers to easily deliver, track and manage the software and entitlements they distribute to their global customers.

This leading Electronic Software Delivery and Management (ESDM) solution dramatically lowers support and operational costs while increasing customer satisfaction and renewal rates.

QUICKSTART METHODOLOGY

Intraware's unique and reliable delivery process, "QuickStart", is designed to minimize the impact on the software vendor's organization and resources, and ensures rapid deployment. The QuickStart Methodology typically requires the participation of only 3-4 members of the vendor's staff with a few clearly defined deliverables during the implementation process.

QuickStart's combination of formal project management expertise, proven best practices and experience with hosted web solution integrations, ensures that a 21-business day release schedule is achievable, with seamless integration into the vendor's existing business operations. Following this proven approach ensures Intraware's customers minimize their resource commitment and optimize the project success, speed to market and ROI.

The primary goals for the QuickStart methodology are to minimize the software vendor resources needed:

- Effectively coordinating the customer and Intraware resources
- Enabling a rapid implementation of the solution, where the committed scope and schedule are met, and the business value is quickly achieved
- Ensuring that each customer benefits from Intraware's prior implementation expertise
- Ensuring the SubscribeNet solution meets expected quality standards

UTILIZATION OF BEST PRACTICES

The QuickStart methodology is based on established best practices for implementing hosted web solutions:

- Use of proven and repeatable processes, determined through prior implementations
- Assignment of a dedicated Intraware Project Manager, an expert in the QuickStart methodology.
- Rapid development, delivery and monitoring of project scope and schedule
- Clear responsibilities for deliverables, for all project participants
- Frequent testing throughout, including testing by business owners
- Iterative deployment that builds upon the initial rollout of simple, base components
- Regular communications to project sponsors

RAPID IMPLEMENTATION

The features and functionality available through the standard SubscribeNet solution meet the needs of most Intraware SubscribeNet service customers. For those with additional requirements, the standard features represent an effective interim set of functionality that enables the rapid launch of a base solution, to which custom features can be added post launch.

"The Intraware team that worked on the Access360 implementation is as competent and professional as some of the very best I have worked with in the past."

Bob Larson
Director, Release Engineering Access360

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SubscribeNet FEATURES

BENEFITS

For the Manufacturer	
Open Architecture	<ul style="list-style-type: none"> Integrates easily with any ERP or CRM solution such as SAP, Oracle, PeopleSoft and Lawson
Customized User Interface designed in the software manufacturer look and feel	<ul style="list-style-type: none"> Seamless integration with the software manufacturer web site (including single sign-on) to support customer experience and software manufacturer branding
SSL-based security with redundant networking, hardware and software systems	<ul style="list-style-type: none"> Consistently exceeds 99.9% availability
Reporting data warehouse with over 18 standard reports and ad hoc reporting of all transactions via secure extranet	<ul style="list-style-type: none"> Supports revenue recognition requirements and tracks all end-user customer activity to better evaluate product trends, track download activity and identify sales and marketing opportunities
Approved, automated compliance with Bureau of Industry and Security software export regulations	<ul style="list-style-type: none"> Reduce reporting and shipping costs, ensure fast and thorough screening of downloads and reduce export liabilities
21-business day implementation	<ul style="list-style-type: none"> Move quickly out of physical distribution dependencies to reduce costs and improve customer satisfaction
Web-based hosted service	<ul style="list-style-type: none"> Eliminate costs of building and maintaining an FTP site and benefit from Intraware's core ESDM expertise and continued investment
Localization	<ul style="list-style-type: none"> Maximize the end-user experience in every market and support global branding
SubscribeNet for FLEXlm (option to include Globetrotter's FLEXlm and GTlicensing applications)	<ul style="list-style-type: none"> Provide one seamless interface for customers to receive their license keys and to download and manage software 24x7 worldwide Save time and money on integration
24x7 personalized front-line download customer support center	<ul style="list-style-type: none"> Reduce customer support costs and promote customer self-service
For the End-User	
Proactive email notification	<ul style="list-style-type: none"> Personalized and timely notice of availability of new releases, upgrades and patches
Access 24 x7 to personalized online software archive	<ul style="list-style-type: none"> Self-service access for mission-critical rebuilds
Self-administration	<ul style="list-style-type: none"> Ability to manage users and track downloads reduces Total Cost of Ownership
Tax Free Delivery for qualifying end-users	<ul style="list-style-type: none"> Substantial tax savings and cost reductions for qualifying customers



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ABOUT INTRAWARE

Intraware, Inc. is a leading provider of global electronic software delivery and entitlement management (ESDM) solutions for software publishers worldwide. Intraware's unique and innovative delivery management solutions have attracted strategic relationships with industry leaders such as Macrovision Corporation, Software Spectrum, Inc. and Zomax, Inc. Intraware's ESDM solutions power business-to-business technology providers including: Business Objects SA, Documentum Inc., Hyperion Software Inc., PeopleSoft Inc., RSA Security and Sun Microsystems, Inc.

“The market for ESD solutions is clearly moving in the right direction from a technology-adoption cycle. The time has never been better, because of the renewed focus on cutting costs, to help customers implement Internet-based delivery. Customer timeliness in a market that demands compressed planning cycles and increased cost efficiencies plays very well to the benefits of ESD.”

Joanne Correia
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