

Joint product launched at CeBIT 2003

FUJITSU EST and Foroso support international service teams with “Service Enabler”

CeBIT/Hanover, Munich, March 12, 2003 – FUJITSU Enabling Software Technology (FUJITSU EST), vendor of software products for Enterprise Content Management, Knowledge Management, and Document Management, and Foroso Communications, vendor of Real-Time Enterprise Collaboration Technologies, present at CeBIT 2003 their joint product ,Service Enabler’. It enables international companies, initially primarily in the industrial manufacturing segment, to increase efficiency and to reduce cost in training and service.

Service Enabler was designed for international companies that have to continuously distribute their product information to a multitude of subsidiaries, partners, and customers. Based on a share document store and integrated communication features, training sessions and service requests can be addressed significantly faster and at lower cost. The new product is based on core products from both partners: ,Interstage Contentwiz’ of FUJITSU and ,Training Center’ of Foroso. Service Enabler includes an Online Training Center, an Online Meeting Center, and a Knowledge Pool. The integration of these components facilitates reduction of travel cost. Moreover, employees that participate in training seminars can easily access training content later on. Employees of subsidiaries can access up-to-date and complete product information. The solution is completely browser-based and thus implies no installation cost for users.

Central component of the new product is a ,Knowledge Pool’ that stores all relevant documents. It offers services like document management, version control, status attributes, and access control. Navigation through folders and search in documents provide fast access to all content. Moreover, relationships between documents can be easily managed.

All documents stored in the ,Knowledge Pool’ can be used directly in the ,Training Center’. It provides an unlimited number of ,Virtual Classrooms’ for online training of employees and external parties. Features such as

presentation sharing, text chat, voice over IP, and application sharing are available. Also included is a ‚Meeting Center‘ for ad hoc sessions. It helps to quickly resolve service issues, as all participants have synchronous access to all documents in the Knowledge Pool and can communicate on real-time.

FUJITSU EST and Foroso will jointly market the product. The first supported segment is the industrial manufacturing industry. Additional segments are under preparation.

„In today’s business environment, new solutions have to be introduced easily and must show immediate benefit“, comments Franz Buchenberger, President and CEO of Foroso Communications. „Service Enabler is a solution that saves cost as of its first usage and significantly improves some key processes.“

„With Interstage Contentwiz, FUJITSU EST offers an application platform that empowers large strategic Enterprise Content Integration solutions“, says Dr. Günter Merbeth, CEO of FUJITSU EST. „With Service Enabler we can now also offer a cost effective vertical solution for mid-sized companies, that maintains all architectural options for extensions.“

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Foroso Communication – Real-Time Enterprise Collaboration Technologies

Foroso Communications is a leading vendor of Real-Time Enterprise Collaboration Technologies. Foroso supports customers to be more efficient and cost effective by conducting many business activities with digital processes. This includes training, meetings and various communication tasks. Foroso’s products help to reduce travel and communication cost and empower employees to collaborate faster and with higher quality.

FUJITSU Enabling Software Technology GmbH (FUJITSU EST)

FUJITSU EST was founded on July 1, 2002 as part of the Fujitsu Software Group and is responsible for developing and marketing „Interstage“ products. In addition to enterprise content, knowledge and document management software, FUJITSU EST markets the „Enabler“ repository, a solution for the efficient management of corporate information. Enabler forms the ideal basis for Fujitsu’s „Contentwiz“ and „Portalworks“ products. EST fortifies Fujitsu Software Group’s presence in Europe. For further information, please visit the following Web sites: <http://www.est.fujitsu.com/> and www.interstage.com.

FUJITSU Limited

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