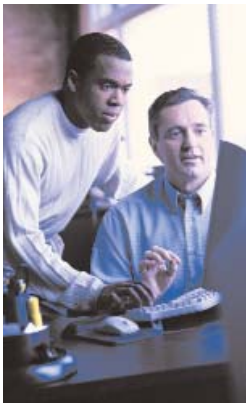


# FIRSTCLASS®

## BUSINESS HAPPENS EVERYWHERE. BE PREPARED.

IMAGINE being able to take control of all of your information and break free of traditional communication barriers including operating system and hardware restrictions, geographical and time zone roadblocks that prevent you from working on your own terms to close the sale or complete a mission critical project. No longer is location key to doing business - whether you are situated at your organisation's headquarters, working from your home office or on the road - having the ability to access important information can mean the difference between winning new business or losing it.



With FirstClass you can securely access all of your important messages via the Internet by logging on to your FirstClass account using either the dedicated FirstClass client or via web browser. In addition, you are able to listen to voice messages and access fax and email messages - all through an easy to navigate user interface - giving you a comfort level that all of your information is secure. With FirstClass you don't have to rely on free Internet accounts when travelling because you cannot easily connect to your corporate email system when you are away from the office - compromising the security of your company's confidential information.

As your organisation continues to grow so does the risk of information overload. Having the ability to manage, access and share information anywhere, anytime - regardless of geographical location or device - allows you to manage the overload and to choose how and when information reaches you. It can dramatically impact employee productivity, relationships with customers and the ability to complete mission critical projects.

### Take Control with FirstClass

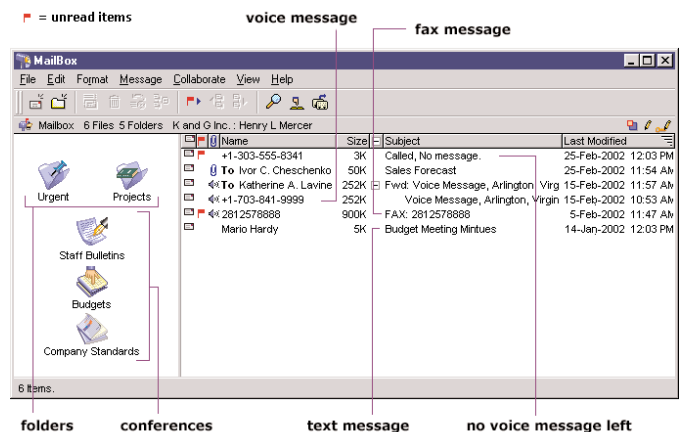
Now is the time to take control of your communications and maximise your IT investment with FirstClass® Communications. The FirstClass Platform enables your organisation to enhance individual and organisationwide communications, productivity and responsiveness to customers, partners and colleagues - vital in today's competitive landscape.

FirstClass is a cost effective communications solution which provides cross platform functionality to enhance collaboration, promote teamwork and streamline communications within and outside of your organisation. At the foundation of the FirstClass Communications Platform is FirstClass Collaborative Groupware which features email, public folders, address book, conferences, centralised directory, chat, and personal and group calendars. It enables you to foster team building and the sharing of ideas, and participate in group discussion areas and shared workspaces. In addition, FirstClass provides information management tools and web publishing capabilities.

### Breaking down traditional communication barriers

FirstClass Unified Communications combines email, voice and fax messages into one easy to use, unified mailbox that can be accessed via the device of choice including mobile phone, telephone, computer and handheld from any location, at any time. No longer do you have to rely on a number of different places to access your information and messages. Your information - no matter what the medium, whether it is a message, a presentation, document or spreadsheet is available anywhere, anytime.

Additionally, FirstClass provides you with the benefits of customised call handling, virtual fax and text-to-speech capabilities, which enables your email to be read over the phone - a 'must-have' communications tool in any customer-centric organisation. The FirstClass core architecture gives your organisation the flexibility to implement the technology that best suits your needs for today and tomorrow.



FirstClass UC Mailbox (Client view) featuring Messages, Folders and Conferences

# FirstClass Benefits

## Accessibility

- Ability to securely access information and messages 24 hours a day, seven days a week via the FirstClass desktop from any device available
- Provide an online workspace for teams - even in remote regional offices - to complete mission-critical projects
- Build critical knowledge bases that contain project plans, budgets, feedback, threaded discussions, policies and procedures, best practices and resources
- Create open forums for discussions, chats, and calendar events for employees, suppliers and customers

## Flexible and Secure

- FirstClass is not susceptible to Outlook transmitted viruses
- All client/server links are encrypted and the webserver supports SSL (Secure Socket Layer)
- Message notification for mobile employees enables them to stay on top of important messages and events
- Ability to add on modules of FirstClass technologies to increase productivity and responsiveness to stakeholders - without the high price tag of replacing your existing IT infrastructure or supporting multiple systems
- Enable anytime, anywhere accessibility to user information and messages via a unified mailbox

## Ease of Use

- Easy to navigate user interface reduces the learning curve and encourages usage
- Minimal training requirements save time and money
- Users can create and publish content independently or as a team
- Feature-rich environment works across multiple operating systems



## Affordable

- Improve individual and organisation-wide communications and responsiveness to stakeholders
- Access through internet connected devices means savings on telephones, fax machines, and computers
- Lower administrative costs per user through proven reliability and scalability, even as your system grows in size and scope
- Minimal hardware and personnel requirements decrease capital and operating expenditures

## FIRSTCLASS SYSTEM REQUIREMENTS

### Server

#### Windows NT, Windows 2000

- Pentium class processor
- 8MB available RAM, plus 100k/concurrent session
- 50MB available disk space, plus additional storage for mail and user data

#### Macintosh OS 7.1 and later

- PowerPC class processor
- 16MB available RAM, plus 100k/concurrent session
- 50MB available disk space, plus additional storage for mail and user data

### Client

#### Windows 95 and later, Windows NT, Windows 2000, Windows XP

- 80486 class processor or better (Pentium for Windows ME/2000/XP)
- 10MB available disk space

#### Macintosh OS 8.5 and later, Mac OS X

- PowerPC
- 10MB available RAM
- 10MB available disk space

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