

## Open Text FirstClass®

Businesses around the world are improving their communications with collaborative online communities

Open Text FirstClass is designed to facilitate and enhance communication, collaboration and knowledge sharing by connecting all stakeholders across an organization's community—including employees, customers, partners, and suppliers—within a secure online environment. FirstClass brings together a variety of popular technologies within a fully integrated suite of applications that is cost-effective, flexible, and easy to manage and administer.

### One technology, many solutions

FirstClass has been designed to provide businesses with a cost-effective solution that will:

**Connect distributed employees** – Technology has enabled businesses to break down the barriers of the traditional “9 to 5” workday in the office. Many organizations employ home-based employees working from offices around the world or the business itself may be entirely virtual. FirstClass provides a single location for employees to connect, collaborate on projects, and share information, regardless of their physical location.

### Enable knowledge sharing across the organization

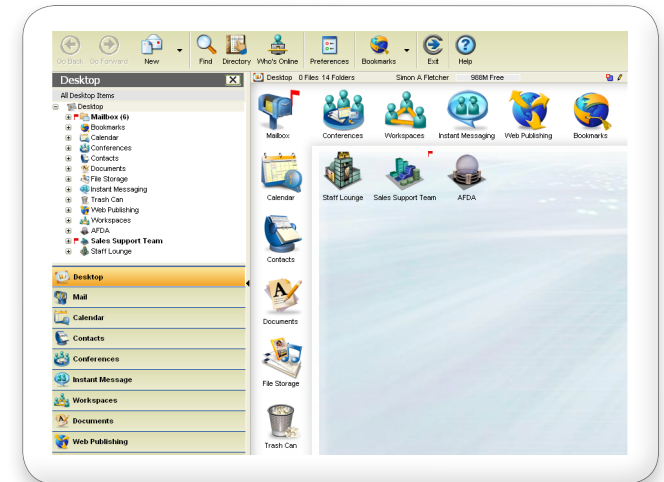
– An organization's greatest strength lies in the knowledge of its people. Too often, many businesses miss out on opportunities or make costly errors in decisionmaking due to the lack of effective internal communication

and timely sharing of information. FirstClass provides a flexible and accessible environment that ensures critical information can be quickly exchanged between relevant parties.

**Replace “pieced-together” systems** – The time and resources required to manually integrate disparate systems across an organization can be daunting. FirstClass' “single solution” approach ensures that organizations benefit from a multitude of features and capabilities without the additional expenses associated with integration, administration, and user training on multiple, disconnected systems.

**Enable a team-based approach to problem-solving** – FirstClass delivers a proven collaborative environment that provides organizations with a powerful facility for staff to effectively work together on projects online. Documents, schedules, voice files, graphics, and other information can be maintained within topic-based discussion areas that enable project team members to easily share and collaborate on specific topics of interest.

**Run on multiple platforms** – FirstClass has been designed to work in diverse computing environments through its broad support for multiple platforms, including—Windows, Mac OS X (PPC or Intel), Linux Client and web browsers—enabling anytime, anywhere access to the system from any type of Internet-enabled computer or mobile device. FirstClass offers a variety of applications that are seamlessly integrated and designed to work efficiently on the FirstClass platform. The following sections review the core components and applications within FirstClass.



### FirstClass desktop: your personalized portal to your online community

All FirstClass users are outfitted with a personalized desktop that is presented each time they log in to the system. The FirstClass desktop acts as a portal, providing:

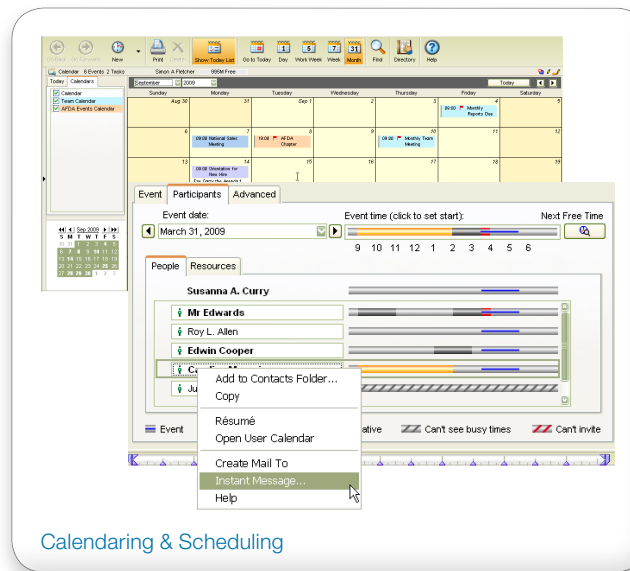
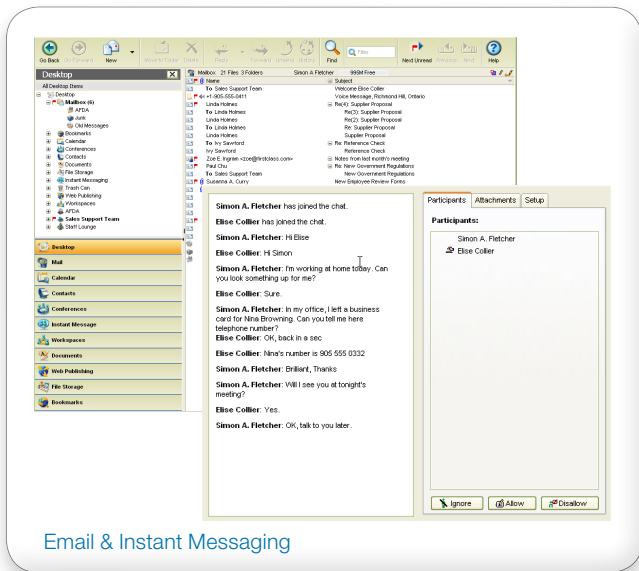
- One-click access to all applications a user has been granted access to
- A place to add and organize shortcuts to personally relevant collaborative areas
- A customizable desktop for unique background graphics

(e.g., company logos, images, etc.) that can be easily set by individual users or applied to a large group of users by an administrator seeking to maintain and control a consistent brand across an organization.

### Email & instant messaging

FirstClass offers fully functional email capabilities that enable users to securely communicate within the organization's online community or to external Internet destinations. FirstClass offers an incredibly powerful suite of messaging features that includes:

- Message grouping and previews
- Mail automation tools, message tracking and status
- Message notification for mobile users
- Integrated instant messaging that enables users to check if another user is online and instantaneously share messages, graphics, files, and even voice communications.



### Collaborative conferences & workspaces

At the core of FirstClass' collaboration capabilities are FirstClass Conferences (for large groups or departments) and WorkSpaces (for smaller project teams) which are permission-based shared spaces that facilitate topic-based discussions, email, group calendars, knowledge bases, document repositories, peer-to-peer networking, and more.

- Enable collaboration and peer discussions on a wide array of topics such as corporate strategies, communities of interest, departmental plans, and administrative policies.
- Every conference can be customized with background graphics, layouts, resources and workflow tools.
- Permission-based controls ensure that only appropriate people have access to each conference, and that the role each person can play within the conference is well-defined.
- A selection of pre-formatted templates enables quick and easy set up of new WorkSpaces.

### Calendaring & scheduling

FirstClass offers comprehensive calendaring, scheduling, and time management capabilities that are tightly integrated within the FirstClass environment. Features include:

- A wide range of viewing options, including weekly, monthly, and multi-day views
- Robust scheduling with "at a glance" access to a participant's or resource's (e.g., meeting rooms, equipment, etc.) availability for booking and calendar conflict resolution.
- Support for repeat events, formatted text, and attachment of files and messages.





## Portable file storage

To enable greater efficiency and security, all user data in FirstClass resides securely “on the network” rather than left exposed on individual personal computers, resulting in:

- Portable content—all files stored in FirstClass can be accessed anywhere, anytime, from any type of Internet-enabled computer or handheld device
- Easy storage of files of any type through simple “drag and drop” from a local computer or through the Upload/Download tools within FirstClass.

## Add-on applications & services

FirstClass offers a selection of add-on tools and applications that seamlessly integrate with the FirstClass system, including:

### Open Text FirstClass® Unified Communications

With Open Text FirstClass Unified Communications, email, voicemail and fax messages reside in a single mailbox that can be easily accessed from a personal computer, web browser, telephone, or wireless handheld, enabling organizations to:

- Organize, file, and forward voicemails and faxes as easily as email messages.
- Set up dedicated voice systems (i.e., hotlines) to improve access to information for customers and partners.

FirstClass Unified Communications adds a powerful suite of voice and fax capabilities to the FirstClass system that is designed to replace expensive, proprietary voicemail systems and stand-alone fax machines with one centrally-managed multimedia messaging system.

## Open Text FirstClass® Archive Services

As regulatory and institutional authorities come to terms with the importance of electronic messaging in the modern organization, it is becoming increasingly critical to provide reliable long-term storage of historical messages. Open Text FirstClass Archive Services provides comprehensive archiving, retention and searching capabilities for all FirstClass messages. The Archive Server is only accessible to the site’s administrator, requiring a special user ID and password.

Messages in the Archive Server will be automatically retained for the period of time specified by the Administrator, based on the class of the user, and may not be deleted until the retention period has been reached.

### Open Text FirstClass® Log Analyzer

The Open Text FirstClass Log Analyzer provides a robust set of features for analyzing and summarizing information contained in FirstClass log files. The Log Analyzer is an invaluable tool that helps administrators answer important questions about usage and performance—providing the information necessary to effectively set policies and plan the configuration of a FirstClass system.

## Flexibility and ease of use

FirstClass’ flexibility and performance offers significant benefits to both users and technical staff, including:

- Easy-to-navigate user interface reduces the learning curve and training requirements for new users
- Client software is quick and easy to download and install
- Multiple platform support—including Windows, Mac OS X (PPC or Intel), Linux Client and web browsers—enables anytime, anywhere access to the system
- Minimal hardware, staffing, and administration requirements significantly reduce the time and effort needed to support the system.

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