

P R E S S R E L E A S E

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Open Solutions, Inc. Receives Certification as TeleVantage Solution Provider

Local IT Solution Provider to Supply Award-Winning Software-based Phone System to Toronto Area Businesses

Newmarket, ON – January 4, 2002 – Open Solutions, Inc., a leading developer and supplier of business automation technologies, announced today that it has been certified to sell and service the TeleVantage software-based phone system manufactured by Artisoft, Inc. (NASDAQ: ASFT). Open Solutions, Inc. will distribute the award-winning communications product to small/medium-sized businesses and branch offices throughout the Southern Ontario area.

“We are very excited to offer the TeleVantage product line,” said John Graham, Vice President of Business Development. “TeleVantage offers tremendous advantages over other phone systems and we look forward to helping local businesses improve their communications. Whether it’s a small office or a 300-person call center, TeleVantage can dramatically improve a company’s productivity and customer service. We are especially excited about our integration to TeleVantage with our flagship CRM solution, ResQ Enterprise. This new solution will provide unprecedented integration for the small and mid-size call center”

TeleVantage is a feature-rich, software-based phone system that delivers greater flexibility, value and lower cost of ownership for small to midsize businesses. Its robust feature set includes intelligent call management, powerful call center functionality, advanced IP telephony, comprehensive messaging, and graphical desktop call control. Built on open-systems architecture, TeleVantage provides greater value while safeguarding a business' investment for the future. Since its introduction in March 1998, TeleVantage has won over 30 industry awards for technical excellence.

“We are excited to partner with Open Solutions, Inc. to distribute TeleVantage in the Toronto, Ontario area,” said Greg Burningham, vice president of sales at Artisoft. “The combination of Open Solutions’ strong reputation for service and Artisoft’s proven technology allows us to deliver a feature-rich, dependable phone solution to the Toronto Area.”

About Artisoft, Inc.

Artisoft is a leading developer of open, standards-based telephone systems that bring together voice and data for more powerful and productive communications. Designed specifically for small to midsize businesses, corporate branch offices, and call centers, Artisoft’s TeleVantage delivers greater functionality, flexibility and value than proprietary PBXs. Artisoft's innovative software products have received more than 30 industry awards including "Product of the Year," "Best of Show," and "Editors' Choice" by *Network Magazine*, *Communications Solutions Magazine* and *Customer Inter@action Solutions Magazine*. For more information, please call 800-914-9985 or visit our website, <http://www.artisoft.com>.

About Open Solutions, Inc.

Open Solutions Inc. is a leader in developing and marketing enterprise back and front office software solutions that include Sales Force Automation (SFA), Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Interactive Voice Response (IVR) and Dynamic Web-site solutions.

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