

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

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New Aberdeen Group Profile Highlights Open Solutions' Integrated CRM/ERP Solution

ResQ Enterprise Manages Critical Business Processes Across the Whole Enterprise

Newmarket, ON – January 18, 2002 – Open Solutions, Inc., developer of integrated Customer Relationship Management and Enterprise Resource Planning solutions, was recently profiled by Boston-based Analyst firm Aberdeen Group for its recognition that the traditional split of front and back-office systems is no longer sustainable.

“Open Solutions Inc. (OSI)... has designed a solution for the small and mid-sized enterprise (SME) that augments CRM with key components found in ERP, such as inventory control, asset management; order processing, accounting and production scheduling. Aberdeen believes that by providing companies with the ability to manage critical business processes associated with the manufacturing and moving of goods, while still delivering functionally rich CRM capabilities, customer interactions will be enhanced.” Says Karen Smith, Research Director with Aberdeen Group.

Entitled, “ResQ Enterprise: Integrated CRM/ERP For the Masses” the Aberdeen company profile states that “Today, integration is a difficult concept and many companies remain crippled by the complex maze of software that runs in and out of their existing enterprise systems without any central control or management. And, few software vendors have successfully tackled problems associated with integrated systems.” The profile goes on to say, “Aberdeen research indicates that the new generation of CRM solutions will include integrated back office features that deliver significant advantages beyond the management of customer interactions and OSI’s ResQ Enterprise is one example of a solution that Aberdeen views as already having proven its viability for the small to med-sized company.

“This paper/profile gives further validity to a concept that Open Solutions has known for some time; that it is better to have one very good solution that centralizes information in an organization than it is to have best-of breed-solutions for every department that don’t share information very well.” says Brad Dempsey, President and Founder of Open Solutions Inc.

About Open Solutions Inc.

Open Solutions Inc., developers of business automation software since 1988, provides front and back office solutions that revolutionize the way small to mid-size companies do business. ResQ Enterprise is a complete solution automating and integrating the sales, service, inventory and accounting departments.

About Aberdeen Group

Aberdeen Group is a computer and communications research and consulting organization closely monitoring enterprise-user needs, technological changes and market developments. Based on a comprehensive analytical framework, Aberdeen provides fresh insights into the future of computing and networking and the implications for users and the industry. Aberdeen Group performs specific projects for a select group of domestic and international clients requiring strategic and tactical advice and hard answers on how to manage computer and communications technology.