

Press Release

Open Solutions Inc. Improves Productivity with WebEx OSI Introduces WebEx Meeting Center for Interactive Web Communications

Toronto, Ontario, August 31, 2001:

Open Solutions Inc. is a leader in developing and marketing enterprise back and front of-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. Open Solutions uses its version of WebEx Meeting Center service to enhance remote sales presentations, improve the productivity of its project meetings and increase the effectiveness of its product training seminars. WebEx's switch-based communications infrastructure supports data, voice and video interaction and allows OSI employees to communicate with each other through a standard browser. WebEx Communications has designed, developed and deployed the first global network for interactive communication on the Web.

"We initially planned on using WebEx for sales and product training seminars, but quickly found that other departments throughout the company could benefit from WebEx," said John Graham, Vice President of Business Development for Open Solutions Inc.. "WebEx allows our employees to communicate quickly and securely, saving valuable time and money. WebEx is proving to be an invaluable tool for our Sales and Service departments, allowing us to provide sales presentations quickly and inexpensively as well as to provide a new level of interactive technical services for remote customers."

WebEx Meeting Center services support the entire range data, voice and video communications to provide an online environment that simulates the full spontaneity and productivity of face-to-face meetings. All of WebEx's services are built on the WebEx interactive platform and are supported by WebEx's global communication network, ensuring scalability, reliability and predictability. WebEx's interactive communications services help its customers and partners increase their productivity and efficiency, differentiate and distinguish their product and service offerings, and enhance and diversify their revenues.

Founded in 1996, WebEx Communications, Inc. (NASDAQ: WEBX) is the leader in Internet infrastructure for interactive business communications. WebEx provides Web-based carrier-class communication services using its multimedia-switching platform deployed over a global network. WebEx's services enable end-users to share presentations, documents, applications, voice, and video spontaneously in a seamless environment. WebEx services are used across the enterprise

in sales, support, training, marketing, engineering, and various other functions. With its modular framework and standards-based APIs, WebEx's real-time communications platform is the "dial-tone" for meetings on the Web.

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