



PRESS RELEASE

Press Release

Ascent/32 Receives a Five Star Rating from ZDNet.com **World-class, Sales Automation Software gets Perfect Score from Ziff Davis Inc.**

Toronto, Ontario, April 15, 2000:

Ziff Davis' ZDNet.com site today released it's much anticipated review of the popular Ascent/32 Sales Force Automation software. ZDNet has given Ascent/32 a perfect

score of five stars, saying "Ascent/32 Sales Automation is an easy-to-use contact-management program that will smooth the transition from contact to prospect to satisfied customer. Import your existing dBASE, CSV, or ACT4 data, or start entering new contacts in the clearly organized data forms. You'll track companies, contacts, and decision makers, with all the details you need to stay in touch. Build your price lists with multiple pricing levels and automatic calculation of two sales taxes. Keep detailed history of calls, memos, meetings, mailings, and faxes. Prepare a library of standardized correspondence items for easy dispatch as email, fax, or hard copy. Generate detailed reports to schedule your day, remind you of call-backs, or thank customers for their business. This demo includes sample data to work with until you've registered, as well as detailed, well-written documentation to explain the powerful features."

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. Open Solutions has recently provided exceptional solutions for clients such as the Canadian Opera Company, Petro-Canada and Vernon Technology Solutions.

"Ziff Davis' ZDNet web portal is an authority in the Information Technology community. A 5-Star review of the Ascent/32 Sales Automation solution will definitely boost our recently announced world-wide sales initiative," explains Open Solutions' Director of Business Development John Graham. "We have had tremendous success offering Ascent/32 as a custom Sales Automation solution in the local market and we now plan to grow our North American sales with exposure such as this."

Ziff-Davis (www.zdnet.com) is a leading media and marketing company focused on computing and Internet-related technologies. For thousands of marketers and millions of consumers and IT and business professionals, ZD is a trusted source for information, education and

market access to the opportunities of the Internet Economy. Ziff Davis is the publisher of popular magazines such as: PC Magazine, PC Computing, PC Week, Inter@ctive Week, and Computer Shopper.

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