

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

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ARTISOFT AND OPEN SOLUTIONS OFFER COMPREHENSIVE CRM SYSTEM

TeleVantage and ResQ Enterprise provide complete communications and business automation solution

CAMBRIDGE, MA. and NEWMARKET, ONTARIO - June 18, 2002 - Artisoft®, Inc. (NASDAQ: [ASFT](#)), developer of the first software-based phone system, and Open Solutions, Inc., a developer and supplier of business automation technologies, today announced an integrated solution to meet the business automation and communications needs of small to mid-sized businesses (SMBs). The powerful combination of Artisoft's award-winning TeleVantage® 4.0 and Open Solutions' ResQ Enterprise offers this market a comprehensive solution to address their communications and CRM/ERP needs. This strategic relationship, formed under Artisoft's Open Communication Alliance, empowers both companies to promote the solution to their respective channels.

The integration allows users to take advantage of the advanced caller identification techniques of TeleVantage to optimize customer service. When an inbound call is received, a "screen pop" will appear in the ResQ Enterprise GUI, providing immediate access to the extensive information stored in its single customer information repository. By adding the functionality of TeleVantage to this system, ResQ Enterprise users are able to use a single interface to access and manipulate customer data and intelligently manage calls, thereby improving customer service and increasing employee productivity.

With TeleVantage, users can also easily place outbound calls directly from the ResQ Enterprise desktop interface. The tight integration between the products allows users to take advantage of the advanced graphical call handling capabilities of TeleVantage - including transferring, conferencing, and recording calls.

As noted in a recent Aberdeen Group report, SMBs are looking for single, affordable and scalable solutions to address both their front- and back-office needs. The report states that by offering an integrated solution that supports rapidly evolving business requirements, Open Solutions will be positioned for success. By integrating with TeleVantage, Open Solutions is able to add an advanced communications system to their offering, facilitating more effective information sharing between front- and back-office staff.

"TeleVantage and ResQ Enterprise are among our most ground-breaking and popular offerings for small to mid-sized businesses," said Jeff Valliant, president of CYGCOM, a Toronto-based distribution partner of both Artisoft and Open Solutions. "The tight integration between the two products provides a solution that is more than the sum of its parts - it's a world-class answer to the enterprise communications and automation requirements of businesses that are ready to grow and succeed."

TeleVantage is a feature-rich, software-based phone system that combines rock-solid stability with the most advanced communications technology available. It matches a robust feature set, including powerful call center functionality, graphical interface, IP telephony, and CRM integration, with an unparalleled ease of use and flexibility. Built on open-systems architecture, TeleVantage provides more value today while safeguarding a business' investment for the future. Artisoft's Open Communications Alliance is comprised of industry-leading companies working with Artisoft to deliver standards-based communications solutions with TeleVantage as the focal point.

"The integration with ResQ Enterprise is exactly the kind of innovation we envisioned when we published the open application programmer's interface to TeleVantage 4.0," observed Diana Vlamis, Director of Business Development at Artisoft. "By taking advantage of these APIs, Open Solutions was able to combine the best of both products - the sophisticated communications control of TeleVantage with ResQ Enterprises' advanced approach to business automation."

ResQ Enterprise provides a clear and complete CRM alternative for helping SMBs keep track of their entire businesses, gathering and controlling information by successfully combining with conventional ERP on one platform. This total business management approach gives users a 360 degree view of an organization, managing the complete life-cycle of customer transactions from a single interface. Key components of the CRM/ERP solution include sales force automation, service and support, accounting, asset management, and warehousing and inventory features. This unified approach to CRM and ERP helps resolve the information disconnect that can occur between the front- and back-office functions of the increasingly distributed operations of many growing SMBs.

"TeleVantage offers tremendous advantages over other phone systems and we look forward to helping businesses improve their communications," noted John Graham, Vice President of Business Development at Open Solutions, Inc. "A comprehensive CRM/ERP solution like ResQ Enterprise is a natural addition to any phone system or call center application."

About Artisoft

Artisoft, Inc. is a leading developer of open, software-based telephone systems that bring together voice and data for more powerful and productive communications. Designed specifically for small to midsize businesses, 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 Expo and Customer Inter@action Solutions Magazine. The company distributes its products and services worldwide through a dedicated and growing channel of authorized resellers. For more information, please call 800-914-9985 or visit our website, <http://www.artisoft.com>.

About Open Solutions Inc.

Open Solutions Inc. (OSI) has been a recognized leader in the development of high quality Business Automation solutions for more than 20 years. OSI specializes in the development of integrated Customer Relationship Management and Enterprise Resource Planning solutions. Our complete Business Management solutions give you a 360° view of your organization, empowering employees with the tools and information to proactively focus on business challenges. The company distributes its products and services worldwide through a channel of authorized resellers. For more information, please call 800-450-7748 or visit our website, <http://www.opensolutionsinc.com>.

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