

Advertising Supplement

# Perfectly Matched

SPRING 2008

Inside:  
A Look at  
How Microsoft  
Partners Help  
You Make the  
Most of What  
You've Got



Custom Solutions Group

**Microsoft®**

# Make the Most of Your Investment in Enterprise Applications

**W**hen you were a child, did you ever visit a science museum that offered lots of hands-on activities? I always liked the exhibit that let me try to lift my own weight. When I stood on the platform that had only a rope, I hauled with all my might to get just an inch off the ground. When I moved to the platform where the rope drove a bunch of gears, though, a light tug lifted me several feet. The lesson was clear: The gears worked together to move me much farther, with much less effort.

Microsoft Corporation and its partners are a lot like those gears. Every year we invest billions of dollars in research and development, but it's our partners that help turn our technologies into tailored solutions for our customers' business challenges. About 14 million people around the world work at companies that help bring Microsoft® technology to customers in some way—by developing software, delivering services or distributing hardware. They're critical to Microsoft's ability to extend our platform to serve your needs.

On the following pages, we're highlighting 16 Microsoft partners that are creating best-of-breed solutions built on the Microsoft platform. One case study looks at giving mobile managers real-time access to employee information when they're on the go. Another discusses how to supercharge the cycle of taking, filling and delivering orders. Each one suggests innovative ways to mesh all your systems into a powerful infrastructure that shapes terabytes of data into strategic advantage.

You'll discover some of the ways Microsoft helps you get more value from your enterprise applications, from the shop floor to the top floor.

First, you can extend your enterprise applications using the .NET Framework to support new business opportunities and more efficient

business processes. Many partner solutions are built using the .NET Framework and provide a straightforward approach to deriving additional value from existing enterprise applications from vendors such as SAP® and Oracle®.

Second, increase the efficiency and reduce the cost of your infrastructure with Windows® and Microsoft SQL Server®. These are flexible, extensible, highly secure and above all affordable additions to your existing environment.

And finally, you can use familiar and powerful tools to unleash business data trapped in diverse back-end systems, and deliver the results to users through Office Business Applications (OBAs). OBAs build on Microsoft Office to deliver business processes and information so that employees can gain greater business insights, form better relationships with customers and partners, and develop new products and services.

We hope you'll come away inspired to learn more about how you can get the extra power to lift your company higher—with a little support from a Microsoft partner.

*Eddie Amos  
General Manager, Global ISVs  
Microsoft Corporation*



**Microsoft®**

## For more information

From .NET to SQL Server and Windows to Office Business Applications, Microsoft solutions help you optimize your infrastructure to provide real business value. To learn more about how Microsoft's partners can help you make the most of what you've got, go to [www.microsoft.com/perfectlymatched](http://www.microsoft.com/perfectlymatched)

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**Microsoft**<sup>®</sup>





**Quest Software**

**Founded** 1987

**Headquarters** Aliso Viejo, California

**CEO** Vincent C. Smith

**URL** [www.quest.com](http://www.quest.com)

Quest Software® delivers innovative products—including disaster recovery and others for virtual infrastructure management—that help organizations get more performance and productivity from their applications, databases and Windows® infrastructure, including Active Directory® and Exchange. Through deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software has offices around the globe.

**Microsoft Partner**

**Profile** Microsoft Gold Certified Partner

# Dell gets active, cuts costs with an enterprise-ready directory

When security, management and compliance demands required that Dell's authentication and identity management systems be consolidated into a single common directory, the Dell™ IT group turned to Vintela Authentication Services from Quest Software®. Doing so enabled the integration of Microsoft® Windows®, UNIX® and Linux platforms with the Microsoft Active Directory® service.

Providing centralized authentication and granting secure user access in this diverse mix of operating systems was a challenge for Dell. Its original approach required distributed accounts across all

Microsoft products was key to Dell's implementation of Vintela Authentication Services because the AIX, Solaris and Linux platforms can act as full citizens in Active Directory. As a result, the Vintela Authentication Services client is now installed on all of Dell's UNIX- and Linux-based servers.

"I would estimate that streamlining our operations through directory consolidation and centralizing authentication is freeing up one or two people per year," says Tony The, multi-platform project manager at Dell. "An even more important benefit is cost avoidance. We are growing our Linux environment quite a bit going forward, and Vintela Authentication Services can help us

**“Streamlining our operations through directory consolidation and centralizing authentication is freeing up one or two people per year. An even more important benefit is cost avoidance.”**

—TONY THE, MULTI-PLATFORM PROJECT MANAGER, DELL

systems, and it presented management and security problems because any staff turnover meant touching all of the systems to modify user lists.

So Dell launched a project called Multi-Platform Management Integration, with the goal of making Microsoft Active Directory the master authentication system and overall source for all user accounts across all systems—including those running Microsoft Windows, IBM AIX®, Sun™ Solaris™ and various Linux operating systems. Quest's approach allows organizations to achieve single sign-on from Active Directory for SAP® applications, the Oracle® E-Business Suite and the entire PeopleSoft life cycle.

Being able to integrate Quest and

avoid a lot of costs simply by eliminating one of the areas that may cause problems in our compliance audits."

According to Steve Dickson, vice president and general manager, Windows Business Unit, working with Microsoft is a big benefit for his company because Active Directory is one of the foundational pieces of every Microsoft server shipped, and all of Microsoft's desktop clients leverage Active Directory in a business environment.

"The fact that we are building on an enterprise-class directory allows customers to leverage more capabilities from Active Directory," says Dickson. "It also means we don't have to be concerned about the underlying architecture of Active Directory when we build products."



**Steve Dickson, VP and GM, Windows Business Unit, Quest Software**

# Cincom targets the unmet needs of complex value chains

**T**here are many critical success factors for manufacturers, but some of the most significant include collaborating on complex sales cycles, bridging the gap between CRM and ERP systems through collaborative process and system integration, fulfilling orders for off-the-shelf and configurable products, managing fulfillment and measuring performance through analytics.

Cincom Acquire™ is a Microsoft® Office Business Application (OBA) that enables manufacturers to meet these challenges by bridging the process and system integration gaps between CRM and ERP systems.

ment process. The result is that manufacturers are more agile and able to respond accurately and quickly to demands from customers for complex products.

“CRM systems address transactional needs, but not the collaborative, expert-dependent processes of a complex sale,” explains Thomas Nies, Cincom’s president and CEO. “Acquire lets our customers automate processes like configuring products and services, project bidding and estimating, and generating proposals through the Microsoft Office applications people already know how to use.”

The Cincom solution dramatically reduces sales cycles and eliminates the

**“Because we’re leveraging software the customer already owns, most companies will have a very short deployment and learning curve, plus the confidence of knowing they’re working with Microsoft and all its thought leadership. Working closely with Microsoft allows us to provide our customers with a ‘people-ready’ front-office platform that makes complex sales easier and faster.”**

—THOMAS NIES, PRESIDENT AND CEO, CINCOM

Designed as a series of composite applications built on Microsoft SharePoint® Server using .NET technology, Acquire’s applications can be selectively applied to many of the most critical processes that link contracts, orders and requirements to a company’s ERP system’s order management, manufacturing execution systems, and fulfillment and service systems. Prepackaged integration accelerators for enterprise applications like SAP® simplify the deploy-

potential for error. For example, a Siemens energy and automation plant that makes engineered DC motors has used Cincom to shrink the inquiry-to-order cycle from one month to just one hour. Cincom’s technology has also enabled American Power Conversion, a global provider of network-critical physical infrastructure, to turn the five-day process of configuring its data center power and cooling systems into a 15-minute task done entirely via Web browser.



**Cincom Systems Inc.**

**Founded** 1968

**Headquarters** Cincinnati, Ohio

**PRESIDENT & CEO** Thomas M. Nies

**URL** [www.cincom.com](http://www.cincom.com)

Cincom specializes in enterprise business management applications for complex manufacturers. The company builds its applications entirely on Microsoft® technology, from Windows Server® to Microsoft Office, to integrate line-of-business applications across the enterprise. By solving technology problems via the Microsoft platform, Cincom frees its research and development team to focus on customers’ specific business needs.

**Microsoft Partner Profile** Microsoft Gold Partner, Microsoft Managed ISV



**Thomas M. Nies, president and CEO, Cincom Systems Inc.**



**Sierra Atlantic**

**Founded** 1993

**Headquarters** Fremont, California

**CEO** Raju Reddy

**URL** [www.sierraatlantic.com](http://www.sierraatlantic.com)

Sierra Atlantic delivers a full range of IT services for enterprise applications and software engineering services that help customers optimize their business investments. With expertise derived from deep R&D relationships with enterprise software leaders such as Microsoft®, Oracle® and SAP®, Sierra Atlantic provides full life-cycle product development and IT services including implementation, integration, development, testing and support. Sierra Atlantic has hundreds of customers around the globe and offices worldwide.

**Microsoft Partner**

**Profile** Gold Certified Partner, ISV Partner, NXT Delivery Partner

## Sierra Atlantic supplies integration by extending ERP through .NET

Information silos can make even the most agile company sluggish. They undermine the business's ability to collaborate quickly and effectively. And they foster an ever-widening gap between technology and business processes, making it difficult for CIOs to deliver value to the enterprise.

A business process integrator, Sierra Atlantic enables IT organizations to foster more effective collaboration across the enterprise through the seamless integration of multiple businesses, platforms and applications—such as SCMnet® on SAP® NetWeaver® and Oracle® E-Business and PeopleSoft suites. Focusing on the business process model rather than a specific

the .NET Framework that integrated and optimized a critical manufacturing business process. The application implements a standard best-practices process across all manufacturing facilities. Through the implementation of this application, we have improved product quality, avoided additional manufacturing costs and enhanced responsiveness through shorter batch cycle times."

"We are pleased to have been selected as AOC Resins' partner on these important business and IT initiatives," says Sierra Atlantic's CEO and chairman, Raju Reddy. "Sierra Atlantic is uniquely positioned with our business process integration expertise and experience to support

**"Through the implementation of Sierra Atlantic's application, we have improved product quality, avoided additional manufacturing costs and enhanced responsiveness through shorter batch cycle times."**

—JIM KUNZ, CIO AND VICE PRESIDENT OF IT, AOC

application, Sierra Atlantic's solutions help companies align IT systems with business workflow requirements.

One of Sierra Atlantic's customers is AOC Resins, a specialty chemical manufacturer based in Tennessee that supplies polyester resins, colorants, additives and gel coats to the fiberglass composite industry. "AOC needed a common platform to address strategic business needs not met by our ERP application," says Jim Kunz, AOC's CIO and vice president of IT. "The Microsoft® .NET platform was selected based on its capabilities, connectivity and scaleable architecture. Sierra Atlantic built and rolled out a custom-designed application based on

organizations in the integration of their enterprise systems, customers, suppliers and trading partners in creating a seamless, collaborative environment."

Because enterprises are dynamic rather than static entities, Sierra Atlantic begins projects by creating a road map that prepares CIOs to evolve their IT landscape to meet current and future business needs. The company offers a wealth of knowledge on standardizing processes and methodologies, synchronizing internal operations with global trading partners, and integrating back-office systems with third-party applications and customer data to streamline operations, increase productivity and heighten business intelligence.



**Raju Reddy, CEO,  
Sierra Atlantic**

# Winshuttle delivers greater efficiency, cost savings for ERP users

One of the largest mail systems in the world, Ottawa-based Canada Post employs 72,000 people and delivers 37 million pieces of mail every day to more than 31 million people. Although it strives for speed and efficiency, the organization discovered it was spending prohibitive amounts of time and money entering Microsoft® Office Excel® data into its SAP® ERP system.

Canada Post turned to the Winshuttle® transactionSHUTTLE™ solution, which speeds the process and improves the accuracy of getting data into and out of SAP systems by using Microsoft Office Excel

relationship, Canada Post saved \$300,000 by reducing programming and other work. In a single project, the organization saved \$60,000 in programmer wages and six months' time by using transactionSHUTTLE to upload into SAP multiple job evaluation points—data used to complete employee evaluations—for more than 8,000 positions.

“Overall, if you look at all the projects they have done using our tools, [Canada Post] has saved over \$1 million by using fewer data entry resources and eliminating unnecessary IT costs,” says Vikram Chalana, CEO of Winshuttle.

“Winshuttle empowers business users

**“Winshuttle empowers business users to become data stewards. They can keep their data clean, they can load it into SAP, and they are completely responsible for it. They don't have to be dependent on IT.”**

—VIKRAM CHALANA, CEO, WINSHUTTLE

spreadsheet software and Microsoft Office Access™ database software. Users simply enter the data into Excel, and transactionSHUTTLE automates the upload into SAP.

Before using transactionSHUTTLE, Canada Post's IT personnel had to use multiple SAP screens to enter data. They also relied on expensive third-party custom scripts, which required five days to make changes to compensation and bonus data. Accuracy was another problem, as manual bulk data entry for SAP updates often led to keystroke errors.

Winshuttle—which is a Microsoft Certified Partner—and Canada Post have been working together for just over two years. During the first six months of the

relationship, Canada Post saved \$300,000 by reducing programming and other work. In a single project, the organization saved \$60,000 in programmer wages and six months' time by using transactionSHUTTLE to upload into SAP multiple job evaluation points—data used to complete employee evaluations—for more than 8,000 positions.

“They can keep their data clean, they can load it into SAP, and they are completely responsible for it. They don't have to be dependent on IT.” Many organizations are discovering how easily business applications and Microsoft's .NET Framework combine with Winshuttle products such as transactionSHUTTLE to create enterprise-ready platforms that optimize IT infrastructures, extend capabilities and enhance efficiency. These products empower information workers in finance, accounts payable, accounts receivable, purchasing, human resources and production planning, and transform business processes across the enterprise.



**Winshuttle**

**Founded** 2003

**Headquarters** Bothell, Washington

**CEO** Vikram Chalana

**URL** [www.winshuttle.com](http://www.winshuttle.com)

Winshuttle provides easy-to-use automation tools to connect Microsoft® Office applications such as Excel® and Access™ with any SAP® product. Using Winshuttle software, companies worldwide have realized significant savings in time, money and programming efforts by eliminating redundant data entry. And by giving business users control of their data, Winshuttle tools enable companies to more easily comply with Sarbanes-Oxley regulations. Most Winshuttle customers obtain a return on their investment in an average of 45 days.

**Microsoft Partner Profile** Microsoft Certified Partner



**Vikram Chalana, CEO, Winshuttle**



**AspenTech**

**Founded** 1981

**Headquarters** Burlington, Massachusetts

**PRESIDENT & CEO** Mark E. Fusco

**URL** [www.aspentech.com](http://www.aspentech.com)

AspenTech is a leading provider of award-winning process optimization software and services. AspenTech's integrated aspenONE™ solutions enable manufacturers to reduce costs, increase capacity, and optimize operational performance end-to-end throughout the engineering, plant operations and supply chain management processes, resulting in millions of dollars in cost savings.

**Microsoft Partner Profile** Microsoft Gold Certified Partner

## AspenTech delivers operational excellence

As the process industry searches for innovative ways to improve and optimize engineering, manufacturing and supply chain processes, large manufacturers such as BASF, BP, Dow Chemical, DuPont, GSK and Shell turn to AspenTech. The company's software solutions are specifically designed to address the needs of energy, chemicals, pharmaceuticals and other complex process industries.

AspenTech's flagship aspenONE™ application suite optimizes processes across a wide range of engineering, manufacturing and supply chain operations, creating value through improved margins, higher yields, more throughput and lower

infrastructure to better integrate our process optimization solutions into our customers' business environment. This approach has resulted in our customers effectively solving complex business and process challenges in their familiar Microsoft operating environment," says Mark Fusco, president and CEO of AspenTech.

For example, AspenTech delivers enterprise visibility across manufacturing and supply chain operations using Microsoft SharePoint® Server 2007. By integrating manufacturing and supply chain operations seamlessly with line-of-business systems, including SAP® and Oracle®, companies can optimize their enterprise performance. aspenONE leverages the ubiquity of

**“aspenONE is built on the Microsoft infrastructure to better integrate our process optimization solutions into our customers' business environment. This approach has resulted in our customers effectively solving complex business and process challenges in their familiar Microsoft operating environment.”**

—MARK FUSCO, PRESIDENT AND CEO, ASPENTECH



**Mark Fusco, president and CEO, AspenTech**

energy consumption.

Key elements of the aspenONE application suite include process simulation and optimization, advanced planning and scheduling, plant information management, advanced process control and optimization, and supply and distribution. By enabling the use of Microsoft's Office Business Applications (OBAs) as part of its solutions, AspenTech helps manufacturers further extend their use of information across the organization to achieve higher levels of operational excellence.

“aspenONE is built on the Microsoft®

Microsoft Office Excel® to provide key operational information in a familiar form across the enterprise. This allows more people access to more information to make timely and better decisions, thereby improving enterprise performance and efficiency.

AspenTech and Microsoft are currently working on a project for a global manufacturing company that turns agricultural crops into industrial raw materials. The project will ensure that the right products are made at the right time in the right facility, creating faster time to market and improving their competitive advantage.

# Talent visualization solution provides a strategic view into your workforce

**W**ith today's shifting economy and intense global competition for talent, organizations must maintain a highly qualified workforce. To effectively visualize and plan the workforce, companies need transparency into their human capital data so they can make informed decisions about strategic talent.

"Having a graphical view of your workforce is critical in enterprises that employ thousands of people," says Babak Varjavandi, CEO of Nakisa. "Companies of this size need a real-time picture of the entire organization so they can effectively view and manage their global talent."

**"By fully leveraging our customers' existing investments in their ERP and their current IT environments, our solutions enable them to more easily execute workforce planning initiatives."**

—BABAK VARJAVANDI, CEO, NAKISA

To respond to market demands, Nakisa developed the Nakisa® OrgManagement Series and Nakisa Talent Management Series. Built on the Microsoft® .NET Framework, Nakisa's solutions seamlessly interoperate with enterprise resource planning (ERP) systems, including SAP® ERP HCM, Oracle® PeopleSoft Enterprise and Oracle® E-Business Suite, and data repositories such as Microsoft Active Directory®, to provide in-depth visibility into global human capital in real time. Nakisa's solutions can also be deployed with an organization's corporate portal, such as Microsoft SharePoint®, to enhance employee communication and collaboration companywide.

Companies can use Nakisa solutions to

eliminate the manual creation of organization charts and succession plans, allowing them to focus on value-added tasks. For example, SI International is a global IT and network solutions provider with 29 locations, more than 100 customer sites and 4,700 employees worldwide. The company wanted to provide a universally accessible organizational chart, and eliminate ad-hoc, non-standard charts created by individuals and circulated in the company. SI implemented Nakisa OrgManagement Series for Active Directory, enabling its employees to visualize and administer enterprise assets from one easy-to-use portal running on SharePoint. In seconds, every employee with Internet access

can search for and locate the personnel and skill sets they need, complete with employee contact details and other hierarchical information.

"By fully leveraging our customers' existing investments in their ERP and their current IT environments, our solutions enable them to more easily execute workforce planning initiatives," says Varjavandi.

Nakisa's solutions provide organizations with deeper, more interactive views into enterprise data so they can effectively access, visualize, model and plan their human capital. With a real-time, centralized source of workforce data, organizations have the business intelligence required to align human capital with corporate objectives.



**Nakisa Inc.**

**Founded** 1990

**Headquarters** Montreal, Canada

**CEO** Babak Varjavandi

**URL** [www.nakisa.com](http://www.nakisa.com)

**Nakisa's goal is to help organizations make strategic decisions about how to better manage their global talent and optimize workforce performance by empowering them with a 360-degree view into their human capital data. Completely interoperable with all the major ERPs on the market, Nakisa provides a single point of access to critical HR data for succession planning, organization charting and workforce modeling.**

**Microsoft Partner Profile** Microsoft Gold Certified Partner, .NET Connected Premium Partner, Microsoft Business Solutions Partner



**Babak Varjavandi, CEO,  
Nakisa Inc.**



**Omada Solutions**

**Founded** 1999

**Headquarters** Palo Alto, California

**CEO** Morten Boel Sigurdsson

**URL** [www.omada.net](http://www.omada.net)

Omada Solutions is a leading provider of Advanced Role Based Access Control and Compliance in Identity Management. The company tightly aligns its product development road map to the Microsoft® platform to deliver seamless integration across the entire Microsoft stack. Its solution also integrates elegantly with a broad spectrum of complex information systems, including SAP, ILM, AD and more.

**Microsoft Partner Profile** Microsoft Gold Certified Partner



**Morten Boel Sigurdsson, CEO, Omada Solutions**

## Identity solution reduces user management costs, makes compliance easier

Compliance, security and efficiency issues are driving companies to seek identity and access management solutions. Companies must operate within the constraints set out by regulatory bodies, their financial managers and their auditing systems. They must provide users with timely access to information while protecting digital assets from unsanctioned retrieval or manipulation. And to maintain agility, they have to automate workflows and access rights around continually evolving business processes.

Ensuring that access rights are updated

and cation programs with those of Microsoft, Omada raises the quality bar for the design, implementation and support of role-based access control. As a result, companies can easily meet regulatory compliance requirements such as Sarbanes-Oxley, enhance data security, increase productivity and significantly reduce user management costs.

Omada Identity Manager leverages portal services technology for both SharePoint® and SAP, enabling users to access, initiate and complete process activity from their portal page. It also publishes various Web services that can be called by other solutions in real time or in a scheduled

**“The Omada Identity Manager solution has reduced the complexity and workload involved to coordinate tasks and progress. We are now able to easily and instantly track the progress of a multitude of workflows without searching through archived data.”**

—MARTIN NIELS PEDERSEN, IT CHIEF OF THE MINISTRY OF ECONOMIC AND BUSINESS AFFAIRS, DENMARK

constantly and correctly is a struggle. And when organizational restructuring or new IT applications are added to the mix, the problem escalates. Omada's Identity Manager enterprise-ready solution addresses those issues by automating routine IT access control in accordance with standardized business roles that correspond to business practices, rather than millions of individual access rights. Built on the Microsoft® platform, Omada Identity Manager takes advantage of Microsoft .NET technology and provides seamless integration with HR systems like SAP®. In addition, by aligning its product road map and partner certifi-

manner—providing the anywhere, anytime availability that is associated with Microsoft's Software plus Services strategy.

Features like delegated administration facilitate fast, temporary reassignment of access rights when an employee is on vacation or out sick. Other features such as violation alerts prevent security holes by automatically notifying managers of unauthorized activity and by changing access rights when employees take on new roles or leave the company. Traceable audit trails provide instant access to compliance status and provide the necessary records to meet regulatory requirements.

# Captaris simplifies data capture and document management

For documentation-heavy industries like finance and insurance, scanning paperwork and storing it as images are just the beginning of document management. Once they have digitized paper records, users must edit them and move the data they contain into line-of-business applications. Otherwise, the paperwork might just as well be hard copy.

Captaris has integrated its RightFax® image capture solution with Microsoft® Office SharePoint® Server 2007 to create an Office Business Application (OBA) that seamlessly integrates paper documents into business processes.

Built on Microsoft .NET technology,

including Oracle® E-Business Suite, Oracle CRM and SAP® R/3, with a single click, without leaving Microsoft Office.

For example, the Abbey Company, a real estate management company with more than 1,200 tenants in commercial properties throughout California, uses Captaris solutions to process and store thousands of documents—from rental applications and credit records to leases and insurance certificates. Employees can easily access the most recent versions of documents from their desktops. They receive incoming faxes promptly in Microsoft Outlook®, which also creates an audit trail for backup and security. The Abbey Company has even eliminated the need to purchase additional

**“From a user perspective, the product acts as a service for populating images and index information into SharePoint because it’s transparent.”**

—PAUL YANTUS, EXECUTIVE VICE PRESIDENT OF PRODUCT DEVELOPMENT AND MARKETING, CAPTARIS

the Captaris solution receives images from fax devices and scanners, then moves the images into SharePoint. The system notifies recipients that documents have arrived via RSS feeds or by adding them to a SharePoint work queue, where they can be accessed from anywhere on the internal network or the Internet via a Web browser or e-mail. Users can then view, edit, collaborate on and search documents with SharePoint using the familiar Microsoft Office interface.

Captaris’ new Single Click Entry product highlights metadata within the digitized documents such as names, addresses and financial information. After users verify its accuracy, they can export that data from SharePoint to Microsoft Dynamics® and other line-of-business applications,

filing cabinets, which would have been required to store the original volume of paper records, and 75 percent of its fax machines as well as the paper and toner required to keep them running.

“From a user perspective, the product acts as a service for populating images and index information into SharePoint because it’s transparent,” says Paul Yantus, Captaris’ executive vice president of product development and marketing. “For companies, it’s a seamless way to integrate critical information from static documents with the business processes that require it.” He adds that the OBA is a time-saver for IT departments because it requires no additional tools. Installation and configuration take place through SharePoint Administrator.



**Captaris Inc.**

**Founded** 1982

**Headquarters** Bellevue, Washington

**CEO** David P. Anastasi

**URL** [www.captaris.com](http://www.captaris.com)

Captaris is a leading provider of software products that automate document-centric business processes. Captaris specializes in document capture, recognition, routing, workflow and delivery. The company develops exclusively on the Microsoft® platform for a customer base that includes all of the Fortune 100 companies and the majority of Global 2000 companies. While Captaris works with all industry verticals, it particularly focuses on insurance, finance and mortgage lending.

**Microsoft Partner**

**Profile** a Microsoft Gold Partner, Microsoft Global ISV



**Paul Yantus, EVP of Product Development and Marketing, Captaris Inc.**

## HYLAND SOFTWARE

### Hyland Software

Founded 1991

Headquarters Westlake,  
Ohio

CEO A.J. Hyland

URL [www.onbase.com](http://www.onbase.com)

Hyland Software deploys a suite of enterprise content management software applications to more than 1.75 million users worldwide. Its OnBase® solution integrates closely with several Microsoft® products to allow users to engage in workflow directly from familiar Microsoft interfaces without having to switch between applications. OnBase efficiently handles all forms of digital content, reducing the time and costs associated with paper-driven transactional activity while addressing regulatory compliance concerns.

Microsoft Partner  
Profile Microsoft Gold  
Certified Partner



AJ Hyland, CEO,  
Hyland Software

# Hyland Software's OnBase provides secure data within a familiar interface for users

Paperwork is the bane of organizations. Customers can be won or lost based on how quickly and effectively a company handles the documents—both hard copy and electronic—that support their transactions. Too often, document-driven processes require people to spend an inordinate amount of time and effort on busywork that creates delays, increases overhead and exposes the business to risk.

Transactional enterprise content management (ECM) applications such as document imaging and workflow have a proven track record of eliminating the costs, inefficiencies and risks associated with document-centric processes. However,

perform day-to-day business activities. For a mortgage lender it might be a loan origination system, for a physician an electronic health records system, for a manufacturing manager an enterprise resource planning system such as SAP® or Oracle® E-Business Suite. Personal productivity and process performance are enhanced because information workers can synchronize the processing of line-of-business data and corresponding documents stored in OnBase without ever having to leave their core applications.

“OnBase is officially considered a tier-one solution. Because it is such an integral part of the departments where it has been implemented so far, they rely on it to main-

**“OnBase is officially considered a tier-one solution. Because it is such an integral part of the departments where it has been implemented so far, they rely on it to maintain operations.”**

—ERIC SCHULTZ, PROGRAMMER ANALYST III  
AND ONBASE ADMINISTRATOR, MOEN

these solutions are often implemented without an understanding of how people do their jobs. Savvy IT project managers know that throwing technology at problems without considering the needs of the people it's supposed to serve frequently results in poor adoption, costly “shelfware” —and in some cases the threat of unemployment.

Hyland Software's OnBase® suite of transactional ECM applications takes a different tack. Using an array of integration techniques—some that require no programming—it exposes functionality through the interface of the primary application that an information worker uses to

maintain operations,” says Eric Schultz, programmer analyst III and OnBase administrator at Moen, a plumbing products manufacturer.

Furthermore, Microsoft® Office SharePoint® Server provides OnBase with a platform that creates a single point of access for enterprise search, enabling more effective collaboration and easy access to process improvement applications. OnBase's packaged integrations with SharePoint give authorized information workers a consistent, familiar experience to access OnBase-managed content alongside all the other information they need to make profitable decisions faster.

# Linking partners, suppliers and customers for savings and return on investment

**C**ompanies implementing our business systems are able to gain a better overall view of their business and their markets, which allows them to work more efficiently and effectively,” says John Hiraoka, senior vice president and chief marketing officer of Epicor. “But the real value is in how we can help them be more responsive to their customers and to new product and market opportunities that can drive profitable growth.”

Epicor helps companies link with their customers, partners and suppliers by connecting their information through a common, familiar business language. “Epicor does the heavy lifting,” says Hira-

oka, referring to the myriad transactions that an Epicor® ERP system consolidates and stores.

**“Companies implementing our business systems are able to gain a better overall view of their business and their markets, which allows them to work more efficiently and effectively.”**

—JOHN HIRAOKA, SENIOR VICE PRESIDENT AND CHIEF MARKETING OFFICER, EPICOR

oka, referring to the myriad transactions that an Epicor® ERP system consolidates and stores.

Epicor Information Worker enables users of Office Business Applications (OBAs) to synchronize with Microsoft® Outlook® contacts, appointments and tasks, Word documents and Excel® spreadsheets. Epicor Portal is a server framework for self-guided, role-based access to Epicor from Microsoft SharePoint® pages. It enables collaboration within an enterprise, and with external partners and customers. And Epicor Service Connect uses Microsoft .NET-based Web services to automate business processes, within and outside the enterprise, giving users access to

integrated data anywhere, anytime, which is the goal of Microsoft’s Software plus Services strategy.

Epicor’s customers have achieved significant savings and a fast return on investment (ROI). For example, Micro Dynamics, an electronics contract manufacturer and services company, implemented Epicor Service Connect to automate parts management, saving between \$500,000 and \$750,000 in its first year. The company applied Service Connect to 12 more workflows, and estimates that it saved hundreds of thousands of dollars by reducing errors to near zero.

“Today’s businesses are global, whether over the Internet or through their physi-

cal presence in different geographies,” says Hiraoka. “But globalization goes beyond multicurrency and multi-language; it goes down to the transactions.”

Those transactions are often embedded in an SAP® or Oracle® backbone, particularly at multinational companies. “So integration to these systems is a key capability that we provide,” says Hiraoka. “We are able to bidirectionally integrate and synchronize a wide variety of data from forecasts, schedules, pricing and master data, to employee, production and financial information. With our latest generation of systems, you are able to do business anywhere, and grow it efficiently and very cost-effectively.”

**EPICOR®**

**Epicor Software Corp.**

**Founded 1984**

**Headquarters Irvine, California**

**President and CEO Thomas Kelly**

**URL [www.epicor.com](http://www.epicor.com)**

**Epicor is a global leader that provides integrated enterprise resource planning, customer relationship management, supply chain management and professional services automation software solutions to the midmarket and divisions of Global 1000 companies. Employing service-oriented architecture (SOA) and Web services technology, Epicor delivers end-to-end, industry-specific solutions for a variety of industries.**

**Microsoft Partner Profile Microsoft Certified Partner**



**John Hiraoka, SVP and CMO, Epicor Software Corp.**

approva.

**Approva Corp.**

**Founded** 2001

**Headquarters** Reston,  
Virginia

**CEO** Prashanth V. Boccasam

**URL** [www.approva.net](http://www.approva.net)

Approva Corp. provides governance, risk and compliance (GRC) software for continuous controls monitoring and audit automation. The company enables business, finance, IT and audit professionals to automate controls across SAP®, Oracle®, JD Edwards®, PeopleSoft® and other legacy applications. Global companies rely on Approva® to reduce compliance risk, increase operational efficiency and flag exceptions to their business controls.

**Microsoft Partner Profile** Microsoft Gold Certified Partner



**Prashanth V. Boccasam,**  
CEO, Approva Corp.

## Approva automates audit processes for greater compliance and efficiency

When T-Mobile UK implemented Approva® BizRights, a governance, risk and compliance (GRC) solution that automatically identifies control exceptions, it discovered 83,000 segregation-of-duties (SoD) violations. A typical SoD violation is having one person who both writes a purchase order and pays the invoice, creating the potential for fraud.

T-Mobile's experience is not unusual for a company its size. "Violations build up over time," explains Prashanth Boccasam, Approva's CEO. "People move from one job to another and get access [privileges] they need for the new job without losing access

fast, Boccasam says, adding that Approva customers can reduce the time to audit ERP applications by up to 80 percent.

Approva also developed an Office Business Application (OBA) that allows business users to monitor and manage controls from within Microsoft Outlook®. For example, a procurement manager may receive an e-mail alerting him to violations that includes a menu of available actions and a prioritized bar-graph summary of the violations. Managers may also log on to a portal residing on SharePoint® Server 2007 and see that same information in a dashboard view.

That agility makes short work of remediation. T-Mobile UK estimated it would

**"Either you get into this mode of adding new violations with every user request or you do it right with a product like BizRights, where you clean up once and stay clean."**

—THOMAS BEITEL, DIRECTOR OF INTERNAL AUDIT, UGS

they no longer need."

Most companies have tasked their IT departments with manual audits and remediation. With this in mind, Approva designed BizRights to automate controls monitoring for key financial applications such as SAP®, Oracle® and PeopleSoft®. BizRights allows IT departments to push the management of controls to the business users who are ultimately accountable for them. Boccasam says this is a key to compliance, and should be the first consideration in evaluating continuous controls monitoring solutions.

Moreover, the Microsoft® SQL Server® database enables BizRights to analyze and report on large amounts of data extremely

need five months to remedy the 83,000 violations, but using BizRights its managers did so in less than three months. In another example, UGS, a product life-cycle management solution provider, used BizRights across its 6,000-user SAP environment, and estimates that external auditors reduced the time needed for an SoD review from 120 hours to 20 hours.

Notes Thomas Beitel, director of internal audit at UGS: "Either you get into this mode of adding new violations with every user request"—which requires considerable internal resources or consulting fees to remediate—"or you do it right with a product like BizRights, where you clean up once and stay clean."

# ECM solution drives improved customer interaction, cost savings

**O**n the left side of a computer screen sits the familiar Microsoft® Outlook® interface with an open e-mail—perhaps a customer complaint. On the right, a task pane aggregates all the e-mails, contracts and shipment notices related to the customer's order. The e-mails originate in Microsoft Exchange, the contracts are stored in a document management system like Microsoft SharePoint® or Open Text's Livelink ECM—Document Management, and the shipment notices are generated by SAP® Business Suite. This is Livelink ECM—Customer Information Management, the enterprise content management

customer information using a combination of Open Text technology and Microsoft Office 2007 smart tags and Visual Studio® Tools for Office. It recognizes information in customer e-mails, such as order numbers, and highlights them with Microsoft smart tags. Users can then select a tagged piece of data to launch a cross-application query that populates the Outlook task pane with all related information. The benefits are happy customers and lower costs. By integrating Customer Information Management with its SAP applications to quickly and easily access all relevant customer data through the Outlook interface, Thyssen-Krupp Nirosta, a stainless steel producer, has reduced the time to answer customer

**“If your average customer query takes 10 minutes to process, Livelink ECM—Customer Information Management can help you cut that by 30 percent, thus reducing the cost of one of your core activities by 30 percent.”**

—JOHN SHACKLETON, PRESIDENT AND CEO, OPEN TEXT

(ECM) solution for sales, support, customer service and logistics from Open Text.

“In the old days, I'd have to run around gathering pieces of relevant information, line them up on my desk and consolidate the information in an e-mail to the customer,” explains John Shackleton, Open Text's president and CEO. Support or sales personnel rarely have access to or training in every application holding customer data, but they all have Outlook. “The trouble is, there is a lot of information not in Outlook,” says Shackleton.

Customer Information Management is a Microsoft Office Business Application (OBA) that pulls together all related

queries by 30 percent. “Our customer service workers have instant access to content-related information, and are able to answer e-mails without wasting time searching for or requesting information from others,” says Marco Kurz, ThyssenKrupp's project manager for the initial implementation, which involved 300 sales and logistics users.

Shackleton cautions CIOs to look beyond an attractive interface: “Invest in ECM from a vendor who's doing it as a product, not a project, to ensure ongoing support and upgradeability. Finally, look at the overall ROI driven by reduced processing times and the ability to provide quick, accurate responses to customers.”

**OPEN TEXT**  
The Content Experts™

**Open Text Corp.**

**Founded** 1991

**Headquarters** Waterloo, Ontario, Canada

**President and CEO** John Shackleton

**URL** [www.opentext.com](http://www.opentext.com)

Open Text, an enterprise software company and leader in enterprise content management, helps organizations manage and gain the true value of their business content. Working with its customers and partners, Open Text brings together The Content Experts™ to help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance and improve competitiveness. The company supports approximately 46,000 customers in 114 countries and 12 languages.

**Microsoft Partner Profile** Microsoft Gold Certified Partner



**John Shackleton, President and CEO, OpenText**



**Citrix Systems**

**Founded** 1989

**Headquarters** Fort Lauderdale, Florida

**CEO** Mark Templeton

**URL** [www.citrix.com](http://www.citrix.com)

Citrix Systems is the global leader in application delivery infrastructure. Through its Access Suite™ and Presentation Server™, customers can access their enterprise applications on-demand—from anywhere, at any time, using any device, over any connection. Citrix collaborates closely with Microsoft to extend the capabilities of Microsoft® operating platforms by creating a highly scalable, secure and manageable access layer that reduces enterprise computing costs and increases the utility of any information system.

**Microsoft Partner Profile** Microsoft Gold Certified Partner, Global ISV Partner, Gold-Level Windows Embedded Partner



**Mark Templeton, CEO**  
Citrix Systems

## Gaining infrastructure manageability and speed with virtual solutions

As companies adapt to a global economy, it's becoming progressively harder to manage their IT infrastructures. Systems, applications and networks, once limited to a company's physical plants, now extend beyond the corporate walls to include those of its trading partners, supply chain, customers and even investors. Understanding the end-user computing environment—the types of devices, operating system versions, security configurations on the browsers, etc.—can be a nearly insurmountable challenge.

Citrix Systems helps businesses reduce complexity by delivering applications to end points virtually, independent of the actual user computing environments. Applica-

using] Citrix software, application performance is greatly increased," says Saburo Morimoto, IT department chief. "The same high speed is maintained when accessing SAP® servers located in America. And all this occurs without upgrading the network or having to install new client machines."

To achieve greater flexibility and lower total cost of ownership, Citrix has teamed with Microsoft and SAP on projects that simplify how information workers interact with their enterprise applications. Foremost is the Citrix support for Duet™, which will deliver SAP business processes through a familiar Microsoft® Office environment. The soon-to-be-released Duet 1.5 works with Citrix Presentation Server™ to deliver Duet virtually to users around the world in

**“With the bandwidth efficiency [gained by using] Citrix software, application performance is greatly increased.”**

—SABURO MORIMOTO, IT DEPARTMENT CHIEF, JAPAN MOLEX CO., LTD.

tion teams can install and configure a single desktop environment and make it available to every user simultaneously, without having to rebuild networks or desktop architectures or address other infrastructure variations in the extended enterprise.

Citrix solutions efficiently use bandwidth so that virtually delivered applications run with headquarter speed even at great distances from the host server. With central, single-point manageability, the Citrix access layer simplifies testing, maintenance and support, and reduces the effort involved in deploying new applications.

That manageability and speed were selling points for Japan Molex Co., Ltd., a manufacturer of electronic, electrical and fiber-optic interconnection products. “With the bandwidth efficiency [gained by

their Microsoft Office environment, while eliminating the need to configure and update implementations on every PC.

A second collaboration leverages Citrix partner Extentrix's Web services platform to give users one-click access to nearly any application through an SAP NetWeaver® Portal toolbar. Using the Microsoft .NET framework as the base architecture and certified by SAP, the Extentrix toolbar for Citrix seamlessly integrates with the SAP NetWeaver Enterprise SOA platform to deliver virtualized applications to users at the time of need, with no pre-installation required on the desktop.

These close partnerships give Citrix more ways to help companies realize significant benefits when they make application delivery a strategic priority.

# Intelligent infrastructure improves efficiency, produces cost savings

**F**or companies with multiple complex processes, gaining visibility across operations is a major challenge. Yet without the ability to gather data from multiple systems, companies may overlook opportunities to gather business intelligence that could help reduce costs and improve operations.

The OSIsoft® PI System™, a real-time performance management infrastructure, addresses this challenge. Built on Windows Server® 2008 and SQL Server® 2005, the PI System creates an archival database from more than 500 types of operational data sources, including ERP systems such as SAP® R/3® and Oracle®. It then uses Microsoft® Office SharePoint® Server 2007,

agreements let our customers focus on generating more value from their business, while we handle deployment, operations and maintenance of the PI infrastructure,” says OSIsoft CEO Patrick Kennedy. “By logging in to our extranet, customers can quickly generate dashboards, view reports and receive alerts about their plant infrastructure through Microsoft Office.”

The OSIsoft solution helps companies eliminate inefficiencies and streamline operations. For example, the PI infrastructure enabled Eastman Kodak to leverage its SAP NetWeaver® Enterprise Portal to create an energy information system for Kodak Park, its 1,300-acre manufacturing facility in Rochester, N.Y. The system tracks

**“OSIsoft’s PI infrastructure increased Kodak’s operational visibility, allowing it to improve energy efficiency and minimize use. As a result, the company saved approximately \$22 million in less than a year.”**

—PATRICK KENNEDY, CEO, OSISOFT

Excel® and PerformancePoint™ Server 2007 to transform the data into dynamic real-time plant floor reports and key performance indicators that users can view with the familiar Microsoft Office interface.

OSIsoft offers its PI infrastructure through Microsoft’s Software plus Services model called Managed PI, which uses Web-based software to gather performance data from PI Systems at customer sites. That data is transmitted to OSIsoft’s Network Operating Center, where the OSIsoft PI infrastructure analyzes it, ensuring the customer’s systems are running correctly.

“Managed PI and scalable enterprise

utility usage in real time for all 150 Kodak Park buildings, displaying actual use against conservation targets. “Our PI infrastructure increased Kodak’s operational visibility, allowing it to improve energy efficiency and minimize use,” Kennedy says. “As a result, the company saved approximately \$22 million in less than a year.”

OSIsoft is pursuing stronger integration with the Microsoft Office platform to enable the creation of dynamic plant-floor Office Business Applications (OBAs). This will give companies more ways to expose real-time data and events through the Managed PI Software plus Services model.



**OSIsoft Inc.**

**Founded** 1980

**Headquarters** San Leandro, California

**CEO** Patrick Kennedy

**URL** [www.osisoft.com](http://www.osisoft.com)

OSIsoft develops the PI System™, the industry standard in enterprise historians, as the core of its real-time infrastructure platform. A global base of more than 14,000 installations across manufacturing, energy, utilities, life sciences and other process industries relies on the OSIsoft PI System to safeguard data and deliver enterprise-wide visibility into operational health in order to manage assets, mitigate risks and identify new market opportunities.

**Microsoft Partner Profile** Microsoft Gold Certified Partner with competencies in ISV/Software Solutions and Information Worker Solutions



**Patrick Kennedy, CEO,  
OSIsoft Inc.**

## TIDAL<sup>®</sup> SOFTWARE

### Tidal Software

Founded 1979

Headquarters Palo Alto, California

President and CEO Flint Brenton

URL [www.tidalsoftware.com](http://www.tidalsoftware.com)

Tidal Software is a leading provider of automation solutions for IT operations. Tidal's products help IT automate the operational, diagnostic and corrective action processes needed to run the applications that run the enterprise. Tidal makes applications such as SAP<sup>®</sup>, PeopleSoft<sup>®</sup> and Oracle<sup>®</sup> E-Business Suite<sup>™</sup> more efficient, reliable and secure, and brings new levels of visibility and control to composite applications in SOA and Web services environments. Across industries, companies turn to Tidal because strong IT leaders understand that the more effectively a data center operates, the more readily IT can respond to the business's needs.

### Microsoft Partner

Profile Microsoft Gold Certified Partner



**Flint Brenton, President and CEO, Tidal Software**

# Tidal Software puts application performance levels on the Horizon

Determining and fixing performance problems in heterogeneous IT infrastructures that rely on ERP application suites has traditionally been complex and time-consuming—and even more so in companies where relatively few technical experts are charged with sifting through enormous amounts of data in search of system faults.

Tidal Software has developed an elegant solution to this vexing problem with Tidal Horizon<sup>™</sup>, an application performance management software package. Horizon automates the laborious process of analyzing underperforming and failed applica-

tions Manager 2007 to empower Horizon. "Microsoft provides robust, cost-effective technologies that help us quickly bring solutions into the customers' data centers," he says. "That makes it easy for Tidal, and also lowers both our support costs and the customer's TCO."

Albany International, a leading producer of paper machine clothing and high-performance doors, has been running Horizon since November 2007. Albany's director of IT, Barry Duncan, is so pleased with the product that he is making it a key component in the company's enterprise-wide restructuring, which includes expanding from 200 to 3,000 SAP users, and consoli-

**“Microsoft provides robust, cost-effective technologies that help us quickly bring solutions into the customers' data centers. That makes it easy for Tidal, and also lowers both our support costs and the customer's TCO.”**

—FLINT BRENTON, PRESIDENT AND CEO, TIDAL SOFTWARE

tion environments by locating processing problem points and implementing expert procedures to resolve them. Customers report that Horizon reduces the mean time to resolution by up to 90 percent.

By deploying these advanced capabilities, companies running enterprise applications such as SAP<sup>®</sup> and PeopleSoft<sup>®</sup> have the earliest and most precise understanding of application performance problems affecting enterprise-wide applications from a single console.

According to President and CEO Flint Brenton, Tidal utilizes Microsoft<sup>®</sup> technologies such as SQL Server<sup>®</sup>, SQL Server Reporting Services and Opera-

ting servers from 40 different sites and three data centers into one global center.

Duncan notes that Horizon monitors performance at the client and database levels, which provides data such as average response times, average database request times, and average waiting times for end users and application servers.

"With Horizon, we've been able to pull together all of our performance data," Duncan says. "Once we get a Horizon report, we are able to drill down all the way to the transaction where there is an issue. The end result is that we're saving staff time, and we have a much better comfort level with performance."

# KBACE provides its customers with business intelligence on demand

**P**roviding reporting and analytics to every type of information worker often requires multiple tools that span technologies, skill sets, security and accessibility demands. As a result, few companies can guarantee that people can access the specific information they need, in a format that supports decisions.

Leveraging its industry-recognized expertise in the Oracle® E-Business Suite, KBACE has developed a Web-based business intelligence platform, KBI™, that shields users from underlying complexities and delivers boardroom-quality reports and charts on demand. KBI delivers prebuilt content for areas within Oracle

as part of its standard product support, so customers can continue to run published and custom reports without interruption.

One of the largest and most diverse providers of professional technical services hired KBACE to help deliver human resources information to managers in the field. Previously, the company's central IT department was the primary source of Oracle HCM data. To get even basic information about head count, turnover and employee performance, 1,700 U.S. managers had to request reports from the central office and wait for the results. Now, using KBACE's KBI solution, they access HR records via a Web browser and make more informed decisions about project staffing.

**“Microsoft is investing heavily in BI for the future, and has a road map that includes affordable, practical ways for our clients to extend the business applications they already have.”**

—EDWARD LAZZARI, CEO, KBACE

HCM, Oracle CRM and Oracle Financials. Output and security can be configured to fit each client.

The KBI solution exports smoothly to Microsoft® Office Excel® and Outlook® as well as SharePoint® portals. Built entirely on Microsoft technology, KBI lets employees access information from their desktops, receive it via Web browser or e-mail, and print it with no loss of formatting.

“Implementation usually takes a month or less,” says KBACE CEO Edward Lazzari. KBI also eases the burden on clients' IT departments and includes all necessary Microsoft licensing. When Oracle releases a patch or a new version that changes the underlying databases, KBACE updates KBI

“With more than 800 locations, we needed a way to easily and securely provide our field managers summary and detailed information to support decisions,” says a director at the company. “The KBI solution provided this visibility and helped significantly reduce the amount of IT involvement needed.”

“As the business intelligence market consolidates, our clients want to be confident that they're choosing products and strategies that are here to stay,” Lazzari says. “We can assure them that Microsoft is investing heavily in BI for the future, and has a road map that includes affordable, practical ways for our clients to extend the business applications they already have.”



## KBACE

**Founded** 1998

**Headquarters** Nashua, New Hampshire

**CEO** Edward Lazzari

**URL** [www.kbace.com](http://www.kbace.com)

**KBACE, a leader in Oracle® e-business consulting, provides a full life cycle of services dedicated to the Oracle E-Business Suite. The company has gained its unparalleled technical and functional expertise from working side-by-side with hundreds of world-class organizations in a variety of industries throughout their Oracle implementations, conversions, patching, business process reengineering and support cycles. By partnering with its clients, KBACE ensures they are maximizing the value of their Oracle investment.**

**Microsoft Partner Profile** Microsoft Gold Partner, Microsoft Managed ISV



**Edward Lazzari, CEO, KBACE**

Microsoft®



A Global Brand Building on SAP® Software.  
Running on Microsoft SQL Server 2005.

Global consumer goods leader Unilever migrated its SAP ERP application in Canada to SQL Server® 2005 running on Windows Server® 2003. Now they're ready to scale up by 200% and maintain 99.999% uptime.\* See how at [microsoft.com/bigdata](http://microsoft.com/bigdata)

Microsoft®  
SQL Server® 2005

\*Results not typical, and are based on use with Windows Server 2003 Enterprise Edition. Availability is dependent on many factors, including hardware and software technologies, mission-critical operational processes, and professional services.