

FlexNet Connect - Simplifying Software Updates

Improve software performance and reduce support costs by connecting you with your application in the field.

Use Case: Updating Mission-Critical Software

Problem: A leading financial solutions company develops mission-critical applications that allow their sales representatives to determine insurance prices. New versions of these applications are released each month, and local branch offices are responsible for delivering updates to over 10,000 users.

Solution: To keep everyone on the latest version, the organization relies on FlexNet Connect to electronically deliver software updates to every representative's system each month.

Result: FlexNet Connect ensures that field reps always work off the latest price sheets, increasing their productivity without being a burden on IT.

Many companies rely heavily on applications built by their own software developers to support their day-to-day business operations. Unfortunately, these critical homegrown applications are often the most difficult to manage, requiring frequent updates and patches to function properly.

Keeping users on the latest version is vital to maintaining business productivity, but it can be a never-ending headache for IT – especially when users are located in multiple geographic locations and possibly disconnected from the corporate network.

FlexNet Connect – Your Connection to Your Applications

FlexNet Connect keeps your internally developed applications and third-party software up to date. FlexNet Connect keeps you connected to all your software in the field, giving you the power to electronically deliver full updates, patches, and important messages directly to your users' systems, no matter where they reside. FlexNet Connect also provides real-time data about how users interact with your applications, enabling you to use critical usage trends to improve your software.

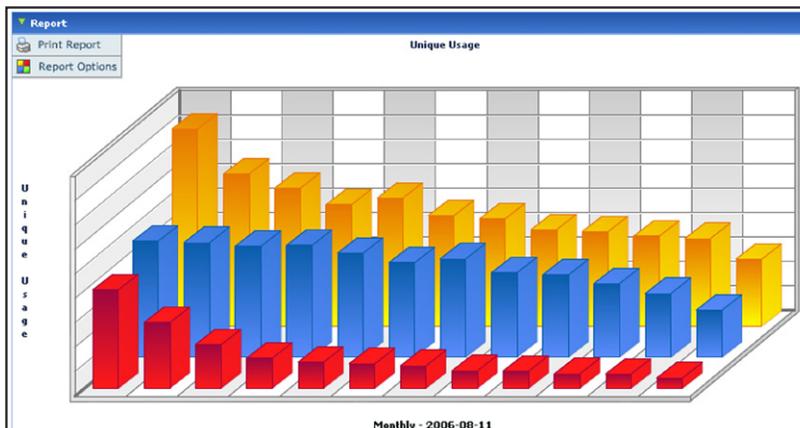
Maintain Software Performance and Reduce IT Help Desk Costs with Electronic Update Delivery

FlexNet Connect makes it quick and easy to electronically deliver software updates, and patches directly to any system – regardless of platform or operating environment. Keeping users on the most current and stable versions of applications improves company productivity while reducing IT help desk costs.

To help simplify application updating, FlexNet Connect provides software development with a dedicated Web portal for managing updates, patches, and applications for systems in environments that aren't managed by IT. It has a sophisticated targeting system that makes it easy to deliver and install software packages on any user's system, even remote users and those in branch offices.

Improve End-User Communication with In-Product Messaging

FlexNet Connect is also an effective internal communication tool. You can use FlexNet Connect to deliver important messages directly to specific users' desktops at their most receptive moment – when they are actively using your applications. It lets you target users based on different criteria, including product version, operating system, geographic location, so you can segment messages to different groups.



FlexNet Connect generates detailed usage reports on your homegrown software.

Benefits to IT and Internal Software Development Teams

- Improve company productivity by keeping all users (including remote/disconnected users) on the latest version of applications
- Reduce help desk costs by eliminating problems associated with users running outdated software
- Ease the burden on IT by providing a simple, easy way for development to deliver updates to internally developed and third-party software
- Improve communication with end users by delivering messages directly to them as they use your software
- Make better software development decisions based on real-time data on how your users interact with your homegrown applications

"FlexNet Connect makes it easy for us to deliver software and data updates to all our users thereby increasing customer satisfaction and eliminating costly support calls. It also enables us to increase revenue by understanding our customers' needs better and by enhancing customer communication."

- Steven Huey
Director of Software Products
EarthLink

Improve Software Development with Product Usage Data

FlexNet Connect provides you with real-time data about your homegrown software's user base, including which users are on different versions and which features are most popular. Data provided by FlexNet Connect helps your software development teams have the intelligence they need to create more valuable programs and helps development prioritize resources.

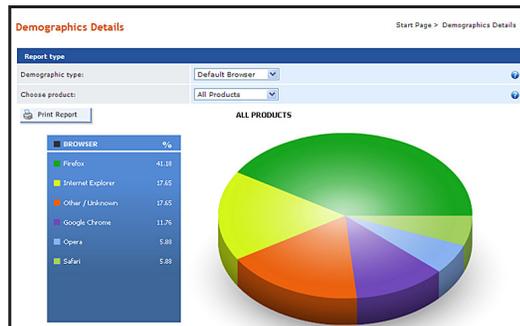
FlexNet Connect Supports Any Platform

FlexNet Connect runs on Windows, Solaris, and Linux servers and can update any homegrown application running on any platform, including Windows, Mac OS X, Solaris, Linux, AIX, HP-UX, and any other flavor of UNIX.

Be Up and Running Quickly and Easily

FlexNet Connect is extremely easy to implement, with an automated wizard that does the integration work for you in seconds. It also has a secure architecture that scales to hundreds of millions of end users, making it ideal for enterprises of any size.

FlexNet Connect is from Flexera Software, the maker of InstallShield and InstallAnywhere and the world's leading authority on software installations. If your software development team uses InstallShield or InstallAnywhere to create installations, updates, and patches, FlexNet Connect's unique integration with each solution makes it the natural choice for software update delivery.



Reports from FlexNet Connect provide invaluable business intelligence on your user base.

Next Steps:
Visit www.flexerasoftware.com/fnc to view online demos, read case studies, and start an evaluation.



Flexera Software, Inc.
1000 East Woodfield Road,
Suite 400
Schaumburg, IL 60173 USA

Schaumburg (Global Headquarters),
Santa Clara:
+1 800-809-5659

United Kingdom (Europe,
Middle East Headquarters):
+44 870-871-1111
+44 870-873-6300

Japan (Asia,
Pacific Headquarters):
+81 3-4360-8291

Australia:
+61 282-160-845

www.flexerasoftware.com