

## **ABERDEEN'S FEEDBACK ON THE ARCSPAN PRODUCT**

Edmonton, Alberta October 20<sup>th</sup>, 2001

Arcspan™, a product currently marketed by Acrodex Inc. is a web-enabled professional services automation (PSA) solution to help organizations effectively manage their professional staff and the overall service delivery processes.

Arcspan™ offers an integrated “thin client” solution that can position service organizations to track, align and optimize all service-related activities, thereby enhancing customer relationships, employee satisfaction and achieving on-going efficiencies. This solution integrates all aspects of the service delivery process ranging from:

- Management of Time/Attendance/Volume and Expense information for day-to-day internal operations, project, program and performance management.
- Offering end-to-end visibility into an organization's resource utilization and client engagements.
- A collaborative knowledge base for all employees and clients to share, approve and review relevant information using a secure, role-based and workflow enabled environment.
- Extensive and scalable drill-down analysis capabilities for decision support and easy integration into existing back-office solutions like finance, human resources and payroll processing.

With the accelerating pace of the e-commerce revolution and intense global competition, service organizations are hard pressed to convert information into insightful analysis, faster decisions and better business processes. Businesses have to become more adaptive and recognize the critical need for knowledge sharing and collaboration as their key differentiator.

In reviewing the Arcspan product, David Hofferberth, who leads the PSA practice with the Aberdeen Group, a leading market research firm based out of Boston, describes “the role based features of the Arcspan product as simple and easy to use for the non-sophisticated user and yet the right level of sophistication required for the power user. It offers deep drill down capabilities for program management and its built in automated workflow features add an interesting collaborative dimension to any organization.

“Aberdeen's feedback confirms our vision for Arcspan – a solution that positions organizations to empower their employees, collaborate effectively with their clients and have access to the knowledge required to optimize their service delivery approach”, says Salma Rajwani, Executive VP for Arcspan Solutions.

## About Acrodex

Acrodex is a premier provider of custom, enterprise-wide IT solutions. Acrodex has a broad client-partner base and strong alliances with industry-leading vendors such as Microsoft, Hewlett-Packard, Compaq, and IBM. In operation since 1984, Acrodex serves a global market from its headquarters in Edmonton, Alberta and branch offices in Calgary and Fort McMurray, Alberta and Toronto, Ontario.

## About Aberdeen

Aberdeen Group is a leading IT market analysis and positioning services firm that helps Information Technology vendors establish leadership in emerging markets. Founded in 1988, we are headquartered in Boston, Massachusetts, and have research and consulting divisions in Palo Alto, California; Fort Collins, Colorado; and Amsterdam, the Netherlands. [The Aberdeen Group](#) provides IT market intelligence, positioning, and market acceleration services to established and start-up technology companies.