



Solutions for Support, CRM, ITIL  
and  
General Business Process Automation

# Company Overview – EnterpriseWizard, Inc.

## Background

- Founded in 1991 as a custom software development company, worked on major development projects for 3Com, Compaq, Cisco, and others
- Developed highly configurable Web-based customer support and helpdesk product, SupportWizard, in 1996
- Developed EnterpriseWizard as a generalized SaaS platform enabling rapid deployment of complex business process automation, CRM, and IT Service Management solutions – launched in 2006
- Strong focus on engineering excellence and customer service

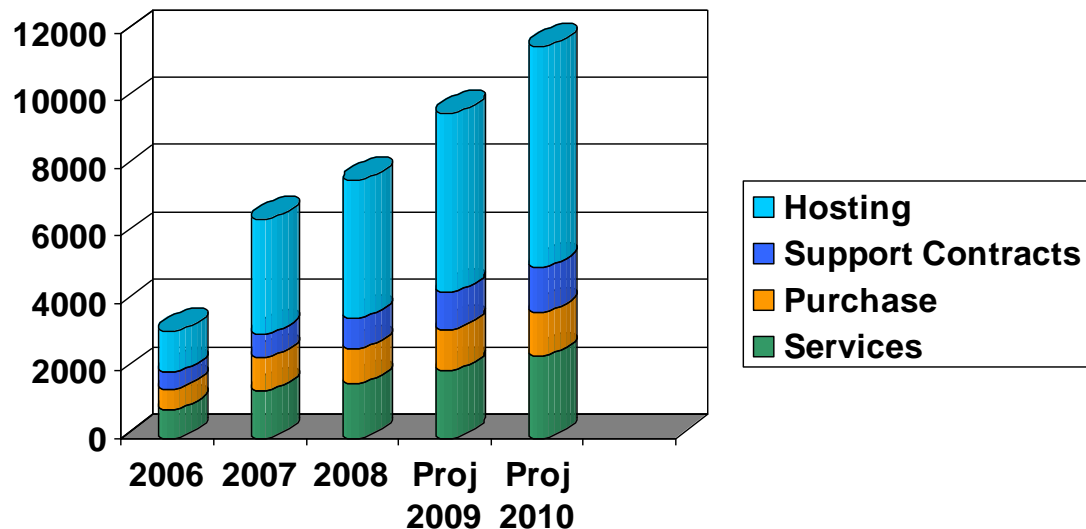
# Company Overview

## Organic Growth from Profits

- Profitable and growing
- Zero debt, no outside investors
- > 300 customers, 40+ employees
- Offices in US, Russia, and New Zealand
- Partners in Europe, USA, South America, Asia
- D&B Number: 836078865

# Company Overview

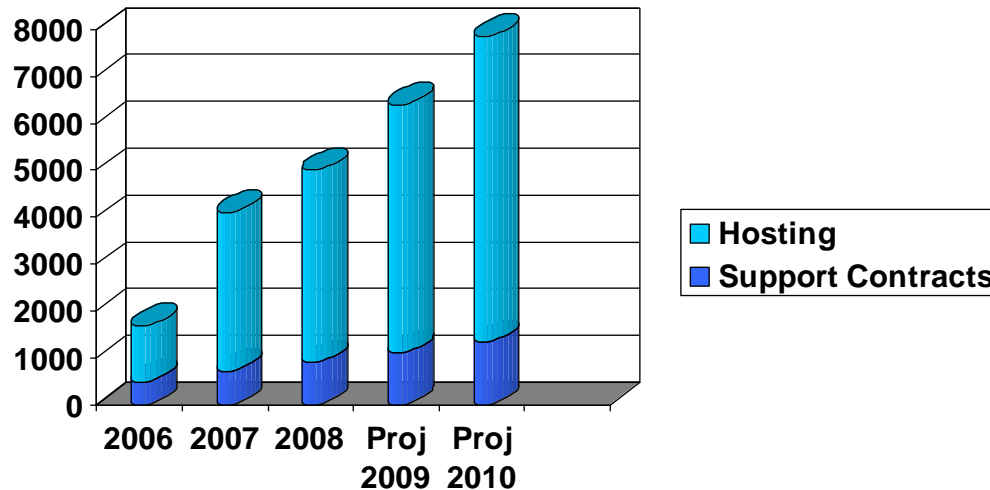
## Revenue Growth in \$ thousands



- Revenue and profitability have both grown in 2009, and if anything the recession helped sales, as buyers focused on cost/functionality over brand recognition. However, growth was hampered by an outdated GUI, an issue that was addressed in the Summer 2009 release.
- The growth of our partner network, coupled with a more aggressive marketing program, full ITIL support and other product enhancements will help ensure continued growth through 2010.

# Company Overview

## Recurring Revenue Growth in \$ thousands



- EnterpriseWizard is a critical component of our customer's infrastructure and is typically heavily customized to their particular needs. This, coupled with continuous product improvements, results in an annual retention rate of over 98% for hosted customers and maintenance contracts.
- Hosting services will continue to drive the majority of growth as the SaaS model gains momentum and partners use our infrastructure to serve their customers.
- As of Jan 1 2009, recurring revenue was sufficient to fund continued development, support and services, even in the total absence of new sales or hosting contracts.

# Company Overview

## Industry Leading Success Rate

- Specializing in technology customers with complex support and automation requirements, ranging from startups to fortune 100 companies – customers include Chevron, Merrill Lynch, NEC, Conde Nast, Emerson, Fujitsu, Carestream Health
- > 12 years enterprise experience, completing complex, challenging implementations on time and within budget
- No risk solution – we are the only company able to offer fixed-price implementations backed with an unconditional success guarantee with a full refund if the customer is dissatisfied for any reason

# EnterpriseWizard Product Overview

## Built on Fully Adaptive Technology Platform

- Designed to support general business process management
- Fully extensible with custom tables, groups, workflow, etc.
- Full auditability, with event and history tracking
- Can build and extend custom applications without coding

## Core Technology

- J2EE/JBoss/MySQL,MS SQL stack.
- Installs on Linux, Solaris, AIX or Windows servers
- Scales from 1 to 10,000,000 users
- 100% web-based, supports standard browsers

# EnterpriseWizard Features

- Wizard based customization enables rapid development of new functions and forms
- Full support for custom tables, fields, relationships, views, searches, groups, teams
- Drag-and-drop workflow editor maps any business process
- Adaptable business rules engine controls business automation
- Fine-grained permission control segments access
- Interactive and automatically emailed charts, reports, dashboards
- Full email, LDAP, and website integration
- Designed from the start to support multiple languages
- Web Services, REST, and other APIs for full integration
- Exchange/Outlook integration

# Benefits – Reduced Risk and Costs

## Low risk - guaranteed implementation success

With our expert guidance, customers can be confident of a successful and widely adopted implementation

## Easily extends to meet additional/changing needs

Extensibility means that customers do not outgrow the product as their business evolves – it can be quickly modified to fit changing requirements and to add automation for new business processes

## Rapid implementation

Speed of customization minimizes consulting time and enables enhancements to be made to a production system without downtime

## Result: Far lower costs for maintaining/modifying system

# Some Sample Applications

## Fully Tailored A

PTV  
traffic mobility logistics.

Setup Home Announcements

Support Tickets: Charts/Reports

User: ewsystem Logout

Language: English

KB: PTV

Calendar Oct 2006

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Chat Status

0 Chat sessions waiting  
4 Chat staff online  
0 Chat in progress

Last Opened

- Activity
- Announcement
- Calendar
- Company
- Contact
- Dongle
- Support Ticket

Banner

Done

Estimate Info

Appointment ID:

\*De

Assi

\*Ap

Estim

Setup Shows

Key In

Ch

Comp

Show Name: Software Product: Room Alert

Theme File Name:

City:

ZIP:

Producer: Debra Davis

Assistant Producer: Choose one

Engineer: Choose one

Show Info

Requested Date/Time: Jul 13 2006 01:20:00

Scheduled Date/Time:

Recording Date:

Studio: Studio A

Status: To Be Recorded

Guests: Michael Sigourney

Next Finish Finish & New Cancel

# Some Sample Customers

**Chevron**



**FUJIFILM**



**NEC** Empowered by Innovation

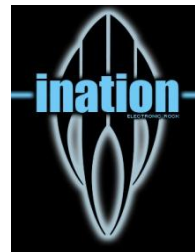
**ALTEL**



**FUJITSU**

**INTER SCHOLA**

**Shell Federal**  
CREDIT UNION



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