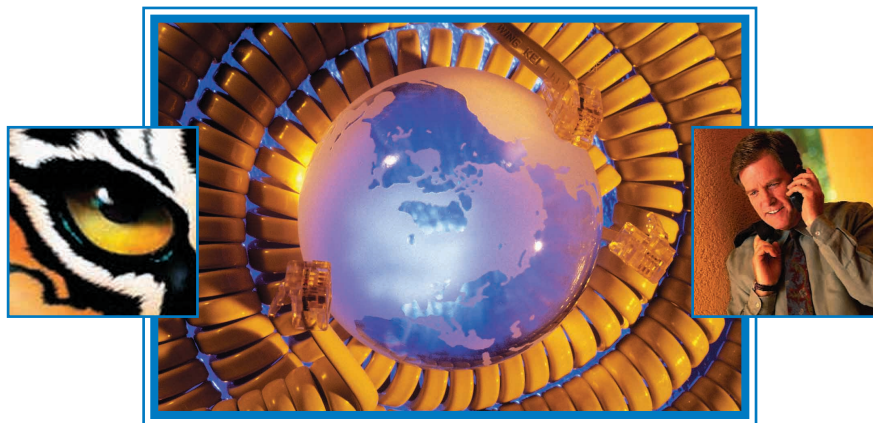


GO-GLOBAL ANSWERS THE CALL FOR EASY AND AFFORDABLE WEB-BASED ACCESS TO WINDOWS APPLICATIONS.



Tiger Communications Increases Customer Satisfaction by Web-Enabling Call Management Applications with GO-Global.

Customer Solution at a Glance

Company Profile: Tiger Communications is a leading supplier of call management software solutions.

Business Need: The company needed a way to quickly and cost-effectively Web-enable its Tiger 2020 software suite.

GraphOn Solution: Tiger selected GO-Global® for Windows, an easy-to-deploy, server-based solution that provides near-zero-footprint clients for fast, simple and affordable application access from any location or platform.

Results:

- Instant browser-based access without the need to rewrite applications.
- Improved manageability and security.
- Increased customer satisfaction.
- Improved competitive position.

For over 25 years, Tiger Communications has been at the forefront of the telephone call management industry. Headquartered in Hampshire, England, the company offers a full spectrum of graphically-rich, Windows-based call management, integration and billing applications to its customers in the hospitality, education, legal, financial, and commercial markets.

When Tiger needed an application publishing solution to Web-enable its applications for easy and fast access from any browser, they chose GO-Global from GraphOn. Go-Global is the simple and affordable thin client solution that eliminates the need for costly and complex products such as Citrix or Windows Terminal Services.

Today, Tiger's customers enjoy easy access to their call management applications from anywhere.

 **GraphOn®**
Access to Applications Anywhere.



Tiger Customers Request Web-based Access

“Our customers informed us that they wanted to continue to take advantage of the graphically rich features of our Windows-based solutions while at the same time being able to access the applications using browser-based technologies,” said Stephen McCallum, Business Development Director at Tiger Communications. “Our customers’ IT departments wanted to reduce client footprints, improve maintenance and upgradeability, and manage applications both centrally and securely – all of which pointed to the need for a Web browser-based access solution.”

Evaluating the Alternatives: Citrix vs. GO-Global

Tiger had invested significant time, money and effort into developing their leading-edge, Windows-based solutions and wanted to leverage this investment by Web-enabling their applications rather than having to reengineer them for the Web.

As a result, the company conducted an evaluation of GO-Global as well as Citrix MetaFrame and Microsoft Windows Terminal Services (WTS). In the end analysis, GO Global was selected based on a number of key factors, including product functionality, ease of use, licensing costs, and support capabilities.



Unlike Citrix and WTS, GO-Global uses the high-speed Rapid X protocol which sends only display commands and mouse/keyboard events over the network rather than complete screen bitmaps. This greatly improves performance, particularly with graphics-intensive applications.

Application Publishing the Easy Way

GO-Global Web-enables applications by publishing them over the Internet or corporate network for reliable and secure delivery to virtually any network-attached device, regardless of location, platform, or operating system.

“Our partnership with GraphOn and use of the GO-Global technology has allowed us to rapidly Web-enable our applications with all the benefits that brings. This has placed us in a strong competitive position.”

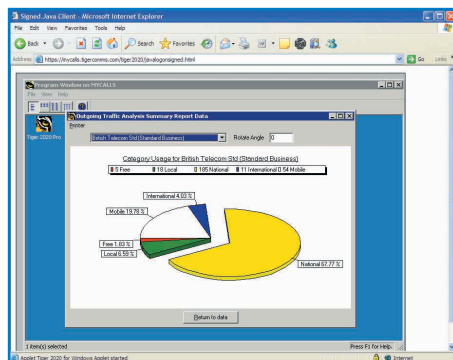
Stephen McCallum
Business Development Director
Tiger Communications

“Implementing GO-Global was technically straightforward,” McCallum continued. “We were able to quickly publish our Tiger 2020 Pro, Tiger Fraud Detection, and Tiger Hotel Pro applications to the Web.”

The Tiger 2020 Pro and Fraud Detection applications are typically used by telecomm and datacomm managers to monitor and control costs and usage of

private telephone networks, both in the legacy PBX domain and the brave new world of Voice over IP.

The Tiger Hotel Pro applications are deployed by hotel chains for revenue management and integration with property management systems.



The Net Results

“The bottom line is that our customers are very pleased with the solution,” concluded McCallum. “We’re now able to offer a broad range of Web-enabled solutions to our existing users while additionally responding comprehensively to new customer opportunities where browser-based application access is now increasingly considered mandatory.”



Access to Applications Anywhere.

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