

## Extend Multiple Data Sources to End User Desktops with Desktop Gadgets

One of the major enabling factors for business agility is easy access to real-time, integrated information residing in internal and external data stores.

Extensio Desktop Gadgets provide seamless visibility into enterprise and web data stores to information workers, business users and partners. Extensio Desktop Gadgets, integrated within the Microsoft desktop environment, reside on user desktops and provide on-demand, refresh-on-interval mini-applications with live Extensio Information Services that contain information from multiple data sources.

With Extensio Desktop Gadgets, users now have easy access to information to back-end data stores from within their favorite desktop applications, within their context, without switching screens and multiple logins, improving user productivity and better business decisions.

### SCENARIOS

#### Procurement

A procurement manager needs real-time visibility into item inventory, available with item suppliers from supplier portals - and in plant warehouses from ERP application, before placing fresh orders.

#### Sales

In order to close the deal quickly, the tele-marketing sales executive requires information such as customer record, discounts allowed, shipment details and the available discount, lying in multiple data stores.

#### Customer Support

The support executive must respond at a lightening speed to a stream of support calls all day long. He must gather information from different databases, while the customer is on hold.

### ISSUES

1. Learn to use multiple systems with different semantics
2. Switch screens, hunt for data scattered in multiple stores
3. Inaccessibility to relevant data results in risky decisions

### SOLUTION

Extensio provides in-context, on-desktop access with Desktop Gadgets containing information from multiple sources. With Extensio:

1. The procurement manager keep tabs on item inventory status on his desktop, and initiates action at appropriate inventory levels.
2. The sales executive looks up information from CRM and SCM data sources, right on the desktop and closes the deal.
3. The customer support executive does not waste time switching screens, and accesses the required information on a single interface to delivers a great customer experience.

All on  
Your  
Desktop  
Screen!

#### Product



Basic Info  
Sales  
Inventory

#### Customer



Basic Info  
Open Orders  
Sales

#### Accounts



Booking  
Details  
Budget

#### Search

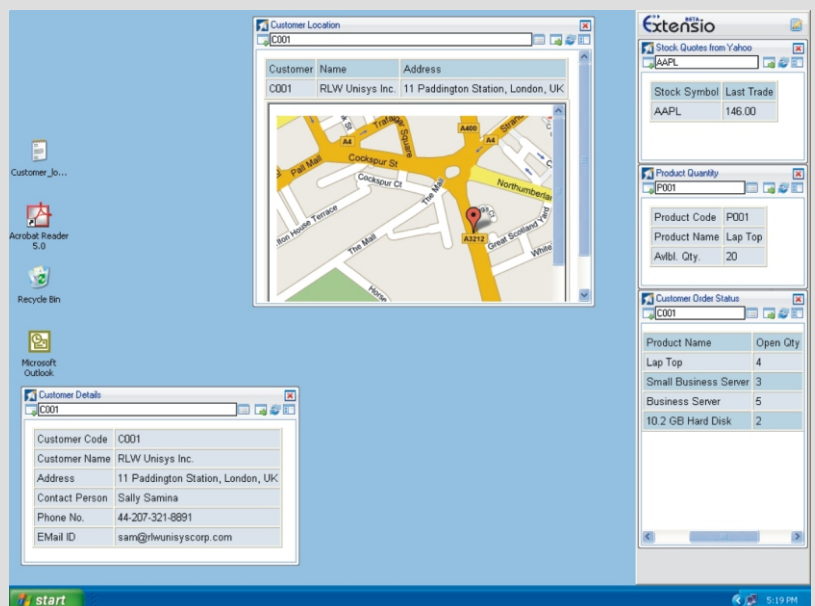


Portals  
Databases  
Exchanges

#### Finance



Stock  
Mutual Funds  
News



Customer Name	Address
0001	RLW Unisys Inc. 11 Paddington Station, London, UK

Customer Code	C001
Customer Name	RLW Unisys Inc.
Address	11 Paddington Station, London, UK
Contact Person	Sally Samina
Phone No.	44-207-321-8891
E-Mail ID	sam@rlwunisyiscorp.com

Stock Symbol	Last Trade
AAPL	146.00
Product Code	P001
Product Name	Lap Top
Avlbt. Qty.	20
Product Name	Open Qty
Lap Top	4
Small Business Server	3
Business Server	5
10.2 GB Hard Disk	2

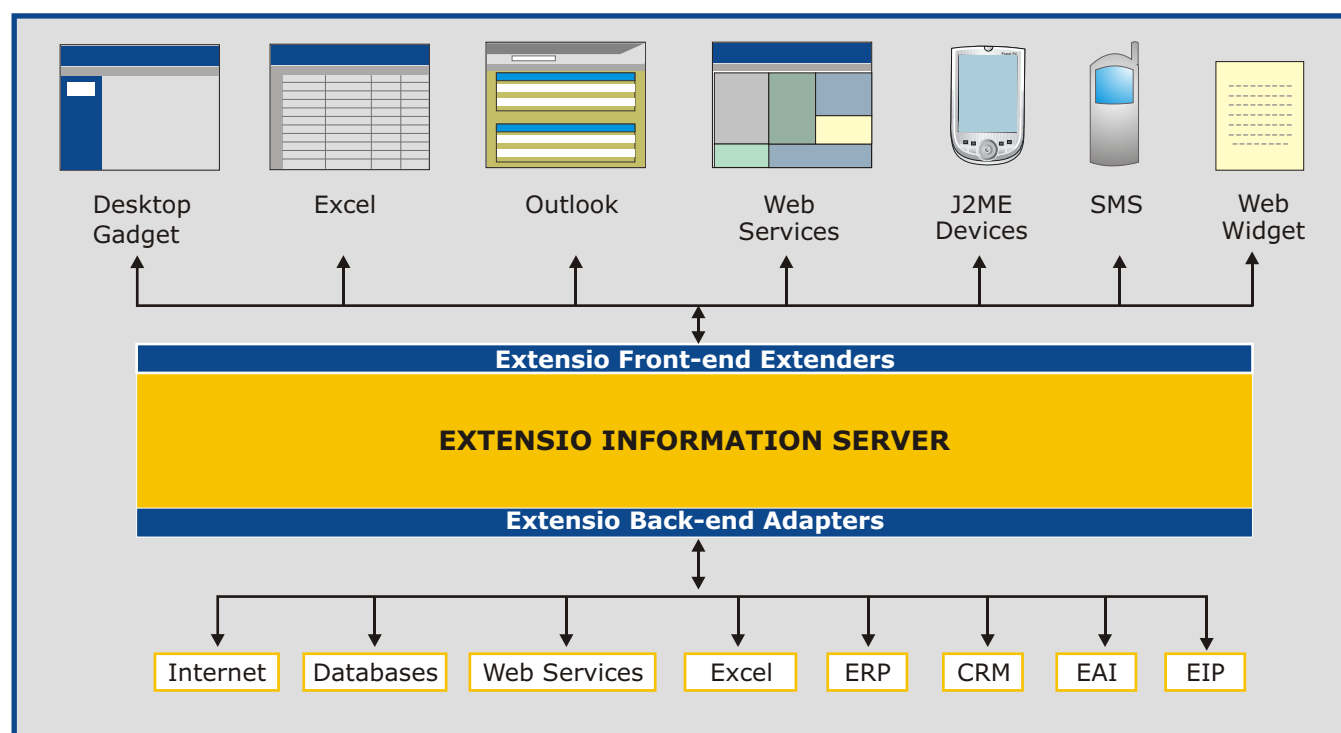
## FEATURES & BENEFITS

- Desktop Gadgets that reside on user desktops and provide a floating window information interface
- Gadget content can be refreshed on-demand, or at user-specific scheduled intervals
- Supports in-context input invocation and delivery from all desktop applications including browser, email, Excel, and PDF files

## EXTENSIO TECHNOLOGY: DESKTOP GADGETS

The Extensio Extender for Desktop Gadgets is one of the family of Extenders of Extensio Symphony, a patented Information Delivery Framework. The Extensio Desktop Gadget is a VC++ based desktop application that integrates with the Microsoft Desktop environment to reside on the user desktop, and implements the gadget interface. The Extensio Hot-Key technology integrates with the desktop and enables users to invoke information request on any desktop application. The Extensio Desktop connects to the Extensio Information Server using XML/HTTP to send/receive information service requests.

Extensio Symphony is a SOA based Information Delivery framework that extracts data from multiple sources, assembles data elements to create Extensio Information Services, and delivers information services on multiple user front-ends. The Extensio Information Server extracts information from various data stores using Extensio Adapters, assembles the extracted information as Information Services and delivers them to Extensio Extenders, including Extensio Desktop Gadgets. With its rich development tools and build-once-deploy-many features, Information Services can be assembled from information elements from multiple sources, and deployed on multiple front-ends within a few days.



<b>Supported Desktop OS:</b>	Windows 2000, Windows NT, Windows XP, Windows 2003
<b>Supported Desktop Applications:</b>	IE 6.0+, MS Office 2000+, PDF, Any text file
<b>Server Software Requirements:</b>	Windows/Linux Server, J2EE compliant servlet container, JDBC/ODBC database
<b>Basic Adapters:</b>	JDBC/ODBC, HTTP, Web Service, XML, Excel, LDAP, Flat File, E-mail
<b>EAI/EIP Adapters:</b>	IBM MQ Series, IBM WebSphere Portal Server, webMethods EAI Server
<b>Application Adapters:</b>	SAP R/3, J D Edwards, ERP/CRM with XML interfaces

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