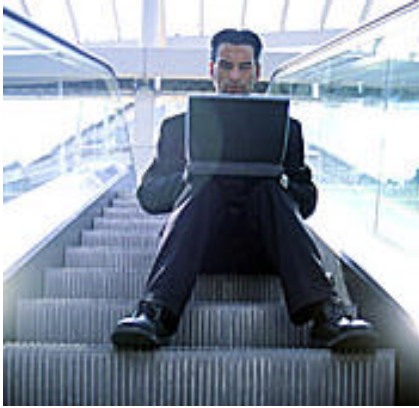


Outsourcing Win



USING ASP SOLUTION BOOSTS ACCESS AND PERFORMANCE OVER IN-HOUSE DEPLOYMENT

KEY ACHIEVEMENTS

- Sales Account Managers can better manage their sales opportunities
- Hosted SalesLogix with ScionASP lets our Account Managers work anywhere.
- Replaced inadequate internal IT support with “always available” hosted solution.
- Saved the cost of internal support staff.
- Enhanced revenue forecasting benefiting entire company



CUSTOMER SUMMARY

- Structural Equipment for Computer Server and Cable support systems.
- 400 Employees
- 40 SalesLogix 5.2 Advanced Sales Users
- Microsoft® SQL server
- 600 MB Database
- ScionASP Customer since 10/02

“We always liked the idea of using an ASP. We initially built our solution in-house but over time IT staff turnover really hurt us. That’s when we decided to host our Saleslogix with ScionASP.”

Bette Ikeda, Director of Information Services for Chatsworth Products Inc., describes what her company went through supporting SalesLogix in-house before they went with Scion ASP.

Put simply, “We finally have a sales tool that’s reliable enough that our sales can actually use it consistently. And management can get better opportunity management data and forecasting.”

Management could finally see the value of their investment in SalesLogix. A more reliable application meant better data and more effective decision making information.

Chatsworth Products, Inc. (CPI) is recognized within the data and communications industries as the premier supplier of open and enclosed mounting systems as well as cable pathway support products used to organize, store and secure valuable computer, data and communications equipment.

“While significant changes have taken place in the networking and data storage industry, our customers continue to look to CPI for assistance in designing a system solution that includes innovative products of the highest quality. Products that not only accommodate their present requirements, but allow for growth as their needs expand” said Ikeda.

A BETTER SOLUTION NEEDED — NOW!

Chatsworth Products, Inc needed a more reliable solution. Chatsworth faced many of the same challenges companies face today. How to do more with less.

Ikeda knew early on that they didn’t have the resources to manage SalesLogix effectively. Chatsworth initially deployed the product internally even after they considered ASP hosting. However 2 ½ years later, and as staff and resources grew scarce, Ikeda knew that the costs to retain qualified systems support didn’t justify keeping it in house.

“As we shrink our team, you can only spread yourself so thin and then you are not servicing your internal customers well.”

Chatsworth sales staff lost confidence with the SalesLogix system. Systems outages and a lack of qualified support resources hurt user confidence and management perception of SalesLogix. With more than 30 sales representatives in offices around the country, Chatsworth needed a better way to manage SalesLogix.

“We’ve got some very capable people...who can support hardware and SQL, but when you start getting into applications, that’s where our resource gaps are,” said Ikeda.

That is when Chatsworth Products Inc. outsourced and went with ScionASP.

“Now since we have our Sales Logix hosted by ScionASP we’ve seen dramatic improvement with the availability of the application for our users. We have been able to really leverage the support services and technical knowledge of ScionASP Support, ” said Ikeda.

FINALLY, A SOLUTION THAT WORKS QUICKLY AND EASILY

Once Chatsworth Products Inc settled in with ScionASP, they immediately started to see the boost in application performance and support.

Ever since Chatsworth signed up for ScionASP's **Enhanced Support Services Option**, even their IT department is no longer involved. All end users issues go straight to ScionASP.

This upgrade to the standard service extends support to all use systems. Now, no matter what issues users experience using Saleslogix, ScionASP support will handle it.

"Chatsworth initially went with one of our competitors, but after 30 days they switched to ScionASP, and we've not looked back. And since they upgraded to **Enhanced Support** we pretty much handle everything, except data imports and customizations", says Rick Lutterbie, VP of Operations for ScionASP.

The **Enhanced Support Option** is a great solution for any company short on IT staff that wants simple, single point support.

ScionASP hosts Accounting and CRM software packages for both domestic and international companies.

"Our job is to manage the software, server systems and people resources so our customers can focus on their core business". Lutterbie adds.

Many ISP's and ASP's see the world in terms of server farms and pricing. ScionASP's value proposition focuses on marrying integrated services designed and built around top notch support services to meet the needs of our customers.

BUSINESS PARTNERS

SOFcenter

SOFcenter offers world-class business solutions that bring immediate, positive and measureable improvements through the integration of people, processes and technology. With successful solutions ranging from 10 to 1,500 users SOFcenter continues to set a standard of excellence for productivity solutions by providing our clients with the competitive weapons they need to achieve a strategic advantage in an increasingly competitive business environment. For more information visit www.sofcenter.net.



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ScionASP is the leading provider of hosting services for some of the industry's favorite Customer Relationship Management and accounting software solutions. Located in San Diego, California, ScionASP is defining a new level of IT solutions for small and medium sized companies. As an application services provider, ScionASP delivers access to applications for virtually any user, anywhere, and anytime. The ScionASP datacenter delivers superior, secure performance for customer applications. For more information about ScionASP please visit the Web site at www.scionasp.com.

