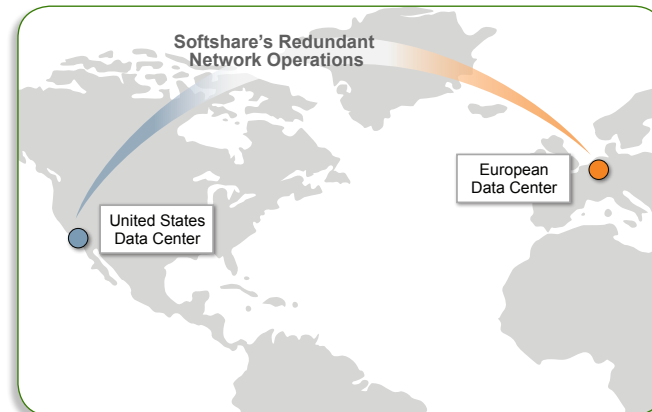


The Softshare Value-Added Network

Secure. Accessible. Timely. Reliable. Redundant. Affordable.

Softshare knows how important these attributes are when you're entrusting the exchange of critical business documents to a third party. That's why, as you read about our secure and accessible Internet protocols, timely interconnects, reliable and redundant network operations, and affordable pricing, you'll find that Softshare has taken great care to ensure that our value-added network not only meets your expectations, but exceeds them.



Softshare's global infrastructure provides redundancy across multiple continents while providing local support and services to keep you connected to your partners.

select a tab to continue >>>

Communications Protocols & Interconnects

The Softshare Mailbox

As a network client, you're provided with a secure network mailbox that requires a login ID and password. Softshare will consolidate all your arriving data into this mailbox so that you only need to manage one easy connection to Softshare's network; not a connection to every trading partner.

You have full visibility of all documents sent to and from your Softshare mailbox. Using the online mailbox management tools available at Softshare eService, Softshare's online customer service Web site, you can review, restage, and report on your Softshare network mailbox traffic.

Softshare Management Reports

Mailbox: 5904
Company: Riversport, Inc.

Report:

Starting Date:

End Date:

From the reports area of eService, you can generate several mailbox activity reports for the documents that were sent to or from your Softshare mailbox within the last 90 days.

Internet Communications Protocols

You can access your Softshare mailbox via the following Internet communications protocols:

- SMTP-AUTH / POP3 (AS1 security supported)
- HTTP & HTTPS (AS2 security supported)
- FTP & FTP/S

Interconnects

Daily, thousands of businesses access Softshare's network. Our network can connect directly to your trading partners or we can interconnect with other networks on your behalf. Softshare's connection schedules are very timely, with send and retrieve intervals that are typically five minutes or less or, in some cases, real time.



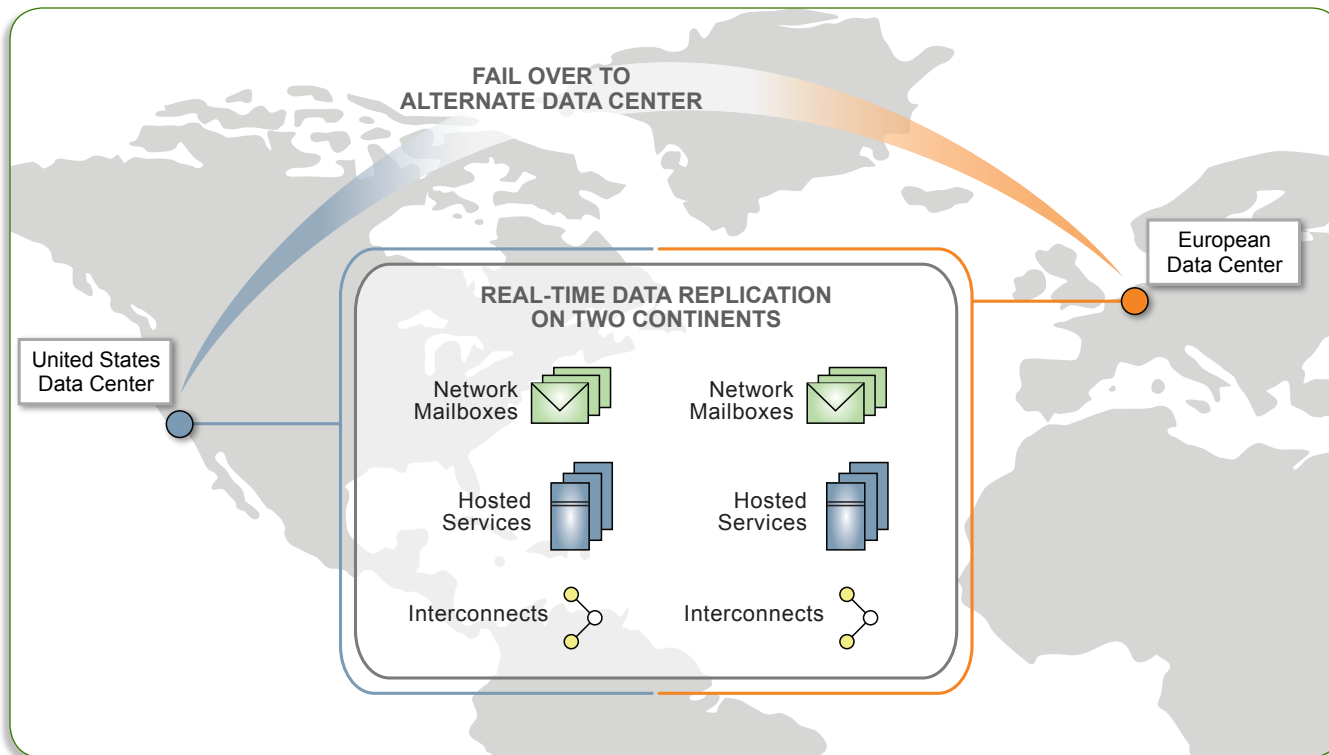
Softshare interconnects with all major third-party networks, including:

- AAFES
- ANX (Automotive Exchange Network)
- BCE Emergis
- Comport
- Covisint
- DAASC
- Descartes/Transsettlements
- Easylink/ICC.Net
- EBMX*
- EC/EDI
- E-Com Systems
- Edict Systems
- EDS
- GXS
- Inovis
- InterTrade
- Kleinschmidt
- Loren Data
- nuBridges
- NetVAN
- Sterling Commerce
- T-Systems Int'l
- TietoEnator
- Union Pacific Technologies
- US Federal Government (ECPN)
- Veterans Affairs Hospitals

***Note:** Because of the requirement of a physically dedicated circuit between Softshare's facilities and the destination network, the EBMX interconnect (and a small handful of other partner interconnects) are not replicated by both of Softshare's network data centers.

Full Redundancy

Softshare has two network data centers: our North American network based in Santa Barbara and our European network based in Amsterdam. All data that passes through Softshare, as well as all network processes we use to route the data between you and your trading partners, are fully replicated at both locations. This dual-continent failover capability helps ensure that a disruption in one center's operations won't affect your operations.



Softshare's redundant architecture ensures that there are no points of failure within either data center. All operations are mirrored globally, with each center actively serving clients in its geographic region. In the event of a disaster, the alternate data center assumes all operations.

Softshare hasn't raised its standard network rate since 1988. How's that for affordable pricing?

► <http://www.softshare.com/solutions/network/pricing>

Hosted Services

If you're looking to outsource your e-commerce operations, our network can manage the translation and delivery of e-commerce documents on your behalf.

No Two Hosted Services Solutions are Alike

Every aspect of your solution is customized to your company's operations. The trading partners that Softshare's network connects to, the data conversions that take place, and the status reports that are generated will be different from those of any other hosted services client.

Data Translation Maps

For each data conversion your solution requires, Softshare writes a data translation map in Softshare Delta, its data translator. For example, your trading partners may be sending you EDI purchase orders that need to be converted to file formats understood by your accounting system. We'll use Delta to make this conversion, ensuring that you receive the files exactly as you need them.

Exception Handling & Reporting

Softshare runs event rules against your data that alert us to errors. For inbound data, the types of errors we look for are determined by the data requirements of your internal applications. For outbound data, the types of errors we look for are determined by your trading partners' requirements. When an error is encountered, we can fix it, send you an exception report, or both.

Status Reports

Every time Softshare receives a batch of data on your behalf, we send a status report to you acknowledging our receipt of the data. In addition to these standard status reports, Softshare can create as many custom status reports as you need, and run them as often as you want.

Advantages of Outsourcing

When you allow Softshare to be the full-time administrator of your e-commerce integration solution, the benefits are two-fold: not only do you conserve internal IT resources, but you also have one of the best e-commerce integration consulting teams in the world working on your behalf to provide a creative and efficient solution. And, if you're looking at Softshare's hosted services as a temporary solution (until your company is ready to take over all Delta and ECS operations), you should know that all maps developed on your behalf are yours to take with you.

Hosted Services Plans

Softshare has two hosted services plans for you to choose from. Both plans offer the same degree of customization and service, but provide varying server configuration options to best match the scope of your solution.

- **Shared Hosting.** Under this plan, Softshare hosts your services on a shared server that is running processes in addition to yours. In this shared environment, Softshare provides redundancy as well as all software licenses.
- **Dedicated Hosting.** Under this plan, Softshare hosts your services on a dedicated server. Softshare provides the dedicated server as well as all software licenses. A redundant environment is an optional enhancement.

Every hosted services solution is unique. But the one thing they all have in common is quality customer service.