



On-demand solutions that drive enterprise performance

Concurrent Technologies is a leader in the delivery of on-demand Software as a Service (SaaS) solutions for business intelligence, work process management and customer relationship management (CRM). Take advantage of a suite of Web-based solutions that are innovative, cost-effective, results-driven—and ready to be integrated into your existing operations quickly and cost-effectively. You can rely on Concurrent Technologies' in-house software teams, decades of experience, state-of-the-art data centers and the industry certifications that are an assurance of quality and performance.

Concurrent Technologies at a Glance

Founded: 1986

Client Base: FORTUNE 500® to small/mid-sized organizations

On-demand SaaS Solutions: Business Intelligence, Work Process Management, Customer Relationship Management (CRM)

Data Centers: Liberty Corner, NJ and Salt Lake City, UT

Certifications: SAS 70 Type II and ISO 9001:2008



Get the Concurrent Technologies advantage

Leveraging our expertise and ability to quickly implement solutions through our extensive data center facilities results in:

ENTERPRISE AGILITY:

Implement innovative IT capabilities without lengthy provisioning and large, up-front capital investments.

ENTERPRISE FOCUS:

Benefit from the flexibility to allocate critical internal resources on core competencies.

REDUCED RISK:

Achieve greater flexibility in the hiring of staff and support resources; respond more effectively to application complexity and the rapid rate of business change.

CONTACT US

We welcome the opportunity to discuss how Concurrent Technologies' SaaS solutions can meet your needs. A primary benefit of our hosted services is the ability to quickly implement solutions without extensive provisioning and capital investment. Based on an initial evaluation, we typically can provide a clear direction of how you can take advantage of our offerings and the anticipated ROI.

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CONCURRENT TECHNOLOGIES

Proven SaaS Solutions

Business Intelligence

Work Process Management

Customer Relationship Management



CONCURRENT TECHNOLOGIES

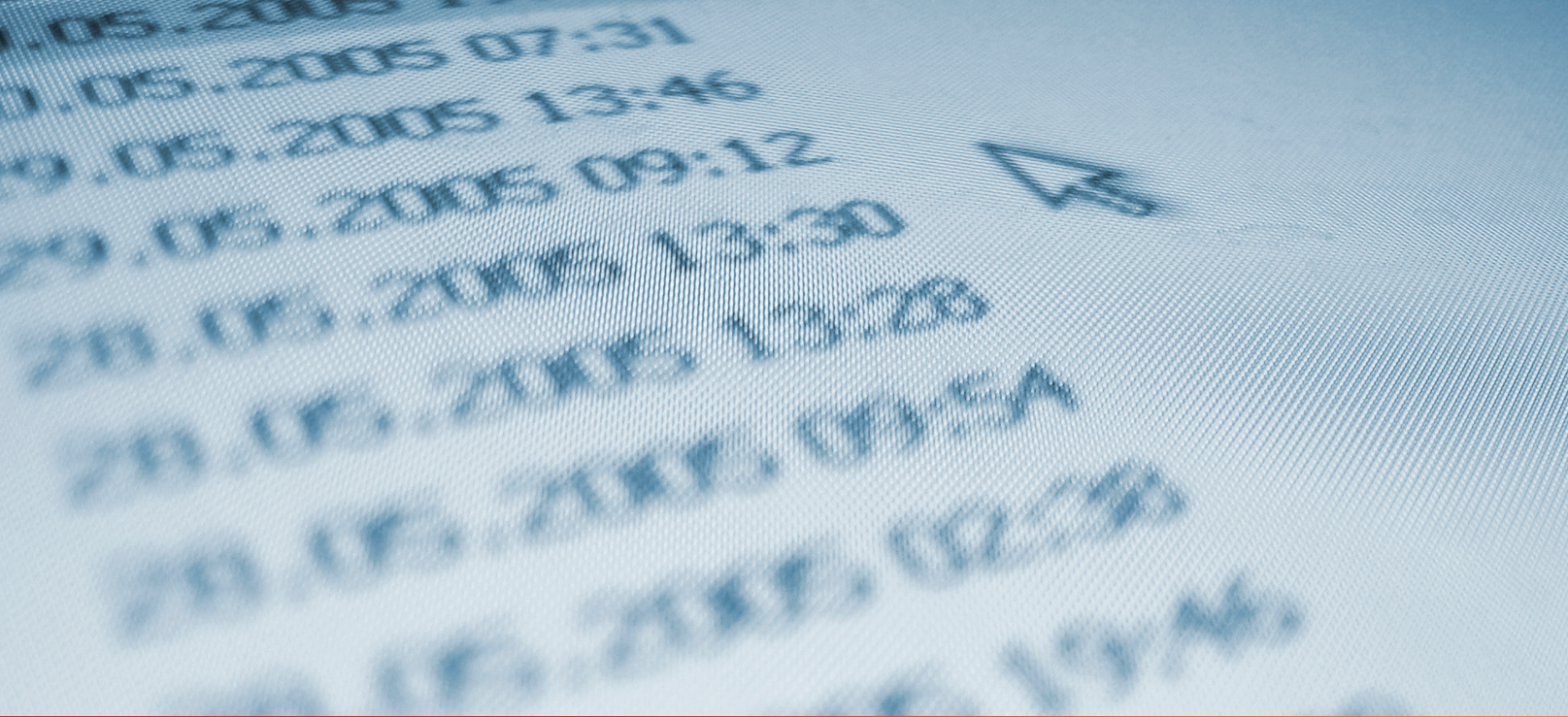
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You can rely on Concurrent Technologies

High-capacity, quality-assured data centers

Rely on Concurrent Technologies' data centers in Liberty Corner, NJ and Salt Lake City, Utah for the secure, high performance infrastructure that can support the most demanding enterprise applications today and deliver seamless scalability to meet your needs tomorrow.

Security Resources

Concurrent Technologies achieves 99.999% availability through clustering and redundant configurations. Because of our experience in meeting stringent access and network security requirements, Concurrent Technologies operates as a trusted partner working in concert with clients' intranet firewalls and corporate data security standards.

Round-the-Clock Support Professionals

Concurrent Technologies' services are supported and maintained by technical staff 24/7/365.

Certifications

Concurrent certifications—including SAS 70 Type II and ISO 9001:2008—provide independent verification of our commitment to security and quality.

Clients

Concurrent Technologies has served the needs of a wide range of companies, from FORTUNE 500® to small and mid-sized organizations, including:

- AT&T
- Annin & Co.
- Bank Experts Group
- Blue Spark
- Boehringer Ingelheim
- Chamber Insurance Agency Services
- Delta Dental Plan of New Jersey
- Horizon Blue Cross Blue Shield of New Jersey
- Jamison Insurance Group
- PolicyManagers
- ProAccess
- SonoPath
- Unisys

Solving enterprise challenges

On-demand SaaS solutions from Concurrent Technologies solve the problems that undermine enterprise performance:

Connecting to customers

Integrating touchpoints for consistent, seamless customer experiences

Streamlining workflows

Overcoming the barriers to cost-effective enterprise operations

Supporting processes

Speeding response in ordering, provisioning, billing and customer care

Expanding outreach

Maintaining the consistent contact that drives ongoing customer loyalty

Our SaaS solutions complement and enhance your existing enterprise processes, extracting critical data for decision making, overcoming performance gaps and supporting the customer focus that is essential to success. Implemented by our software teams and hosted in our extensive data center facilities, Concurrent Technologies' SaaS solutions can be integrated into your existing IT systems without lengthy provisioning and large, up-front capital investments. In many cases, our business intelligence, workflow management and CRM solutions are up and running in a matter of weeks.

Concurrent implements solutions that are customer facing (e.g., sales ordering systems, customer self-service solutions) as well as internally focused (e.g., global work process management with load balancing by location and skill set). Rely on our nearly 25 years of proven performance. Benefit from our expertise in solving critical, enterprise challenges. Get the flexibility to focus your internal resources on core competencies and respond more effectively to the challenges that are unique to your business and industry.

Focused on business success

Concurrent Technologies focuses on the implementation of SaaS solutions that have a proven track record of driving business success.

Business Intelligence

Concurrent Technologies *KNOSYS*™ Executive Information System is a proven solution that enables companies of all kinds to get the information they need to drive effective strategy development and implementation. Working with both internal and external information sources, *KNOSYS* extracts, integrates and presents the data you need in a form that enables fast, accurate decision-making.

Work Process Management

Concurrent Technologies *WIM*™ (*Work Item Management*) helps companies streamline the workflows that support customer engagements— inquiries, orders, fulfillment, etc.—while improving productivity and customer satisfaction and reducing error rates and delivery times. *WIM* integrates customer transactions across multiple channels (e.g., phone, Web, e-mail, fax) and coordinates the work effort needed for fulfillment by multiple business groups.

CRM Solution Development

Concurrent Technologies *ReachSpark*™ solution helps match customer service resources to the changing needs of the marketplace by collecting valuable marketing information about your customers—interests, purchases, ongoing dialogs, preferences, etc.—that you can use to proactively deliver targeted messages to them.

Cloud Computing/Managed Hosting

Managed cloud services provide scalable, secure, and reliable solutions to enterprise IT needs. With a full range of cloud-enabled application management services, Concurrent Technologies significantly reduces enterprise IT management costs. Our offerings include managed applications, managed hosting and managed cloud services.

