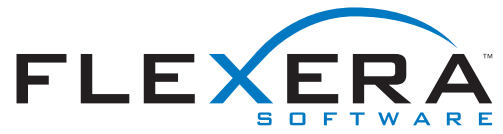


Case Study: PsPortals



Customer Profile:

PsPortals, Inc is a principal supplier of browser based software applications for public safety. Their products integrate and interoperate with all major law enforcement message switching systems.

Challenge

- Issue frequent time-sensitive software updates to hundreds of thousands of end-users located in separate and secure networks via HTTP download server
- Required verification on customer's progress of update download and installation

Benefits

- Eliminated manual download and install process, helping to significantly reduce related support calls
- Increased customer satisfaction by more successful and easier update installations

Solution

- FlexNet Connect provided secure and efficient software update capability with detailed reporting data on their customer's progress

"FlexNet Connect Update Service offered a simple, cost-effective solution that greatly reduced our incoming support requests and provided us with detailed reports regarding update success."

John Gray
President,
PsPortals



About PsPortals

PsPortals, Inc. provides quality software products for use in public safety and boasts over 75 years of experience in software development for law enforcement and public safety. The company's product line provides public safety agencies access to crucial information regardless of location.

The Challenge

PsPortals Security Software products provide public safety officials in the field with access to national crime data on vehicles, stolen articles, wanted and missing persons, suspected criminals, and other relevant information. PsPortals software is used by governmental institutions and runs on hundreds to thousands of client machines located across network boundaries at each customer site.

PsPortals frequently issues time-sensitive software updates and requires confirmation that all clients have installed the updates. The challenge is to update clients that are located in separate, secure networks within the customer site with no software distribution tool to link them.

Before selecting FlexNet Connect, PsPortals distributed updates by posting them to an

HTTP download server and sending updates to users. They had no efficient way of checking whether the updates were downloaded and installed. Frequently, users did not apply the updates, resulting in an influx of support calls to both PsPortals and their customers' IT help desks. Additionally, there was no back-end reporting to detail which users applied the updates.

"We desperately needed an update solution that would meet our customers' strict requirements for completely secure and efficient software updates," said PsPortals President John Gray. "FlexNet Connect offered a simple, cost-effective solution that greatly reduced our incoming support requests and provided us with detailed reports regarding update success."

The Flexera Software Solution

PsPortals chose FlexNet Connect because of its ability to easily deploy updates in their secure environment and provide detailed reports on the success of the update process.

At each customer site, PsPortals installed a FlexNet Connect server along with its server software. FlexNet Connect ensures end users always have the latest version of an application by seamlessly delivering updates and patches quickly and cost-effectively. The service's self-hosting feature gives PsPortals

complete control over the update environment at each customer installation site, allowing the ability to update software in a closed environment. The service's use of standard HTTP communication protocols allows the service to operate between a customer's many networks.

FlexNet Connect's detailed reporting feature also provides PsPortals customers with the critical ability to track how many users have successfully installed the updates. This goes beyond most solutions that only track that an update was downloaded and run.

Results and Future Plans

The installation of FlexNet Connect has resulted in a reduction of support calls for both PsPortals staff and their customers' IT staff as users no longer have to manually download and install updates. Additionally, this has resulted in higher user satisfaction.

"Our mission is to provide high-quality software products to the public safety officers who protect our nation's citizens. Time is a crucial factor for officers in the field and they need instant access to the most updated versions of our applications. FlexNet Connect makes it possible to deliver vital application updates quickly, without jeopardizing the security standards set by local and state government agencies," said Gray.

About Flexera Software

Flexera Software provides solutions that power the business of software for multiple customer segments, including hardware and software producers, engineers and developers, helping them uncover revenue opportunities, streamline their infrastructure and reduce costs. Flexera Software's proven solutions have been simplifying the business relationship between software and hardware producers and their enterprise and government customers for more than 20 years, enabling Flexera Software to maximize the value of the software the world develops and uses. For more information, please go to: www.flexerasoftware.com



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