

The following information has been prepared in response to the meeting held on November 14, 2002 with HandySoft and the AIIM EmTAG committee. The committee is very appreciative of the time spent on this meeting and it is our intent that the feedback provided below would be able to add value to your strategy, products and future marketing endeavors.

General Observations

HandySoft has identified a unique strategy as a successor to the workflow marketplace and is now in a position to effectively capitalize on the strategy. The evolution of Business Process Management (BPM) as the next step in workflow technologies is real and organizations are recognizing its significance. Historical workflow technologies automated processes for people-to-people communications. In comparison, HandySoft's BizFlow product extends this perspective by introducing simplified mechanisms for people-to-process and process-to-process communications.

By combining easy workflow tools, Forms Creation and Management and Enterprise Application Integration (EAI), HandySoft is setting the bar in a compelling and necessary way. Additionally, the strong backing of the publicly traded Korean Parent Company, HandySoft, provides additional confidence in the stability and direction of the company. While HandySoft's ideas are fresh and well-directed, they must now build critical mass in order to compete with the other big BPM players. Their scorecard is impressive and as these systems go into production, HandySoft should have a compelling message not only in theory, but also in practice.

Detailed Observations

The observations below have been summarized from the group's feedback after the meeting:

- HandySoft's architecture lends itself well to Microsoft and Unix environments.
 - PKI encryption will be well-received by those with advanced security concerns.
 - The SOAP Broker, XML technologies, UDDI & WDSL have evolved into real-world 'standards' that many companies now value highly.
 - The BizCove tool/technology has direct applicability into a variety of portal platforms and will be well-received by portal software vendors, partners and customers.
 - The Forms creation and management tool is a necessary and welcome addition to the BPM line-up.
 - The inclusion of standard and simplified EAI connectors is a welcome addition to back-office application integration.
 - Pure web-access, including administration will be well-received.
 - The new Vertical Solutions focus is on the right track and will represent a unique value proposition.
 - The simplicity and richness of the tool was duly noted.
 - The growing client list is quite impressive. Continue to promote the wins and
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Detailed Observations

successes as aggressively as possible.

- Clarify software vendor relationships (DM, RM, etc.) to ensure how the integration overlap points are being addressed.
 - Six Sigma endorsement and involvement is relevant and sends a strong message about HandySoft's commitment.
 - Clarity is needed in how services are to be delivered, be it through HandySoft, their partners or a combination of multiple entities.
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