Princeton Softech Delivers Integrated Active Archiving for Amdocs Clarify ClearSupport

Princeton Softech Focuses on Application-Specific Active Archive Solutions in 2002

Princeton Softech, the active archiving market leader, today announced general availability of Archive (TM) for Servers Clarify (TM) Edition, a fully integrated, out-of-the-box active archiving solution for Amdocs Clarify ClearSupport (TM). Archive for Servers Clarify Edition provides a long-term solution to explosive database growth while offering seamless access to archived data for companies relying on Amdocs Clarify ClearSupport, a leading enterprise CRM application.

The typical Clarify ClearSupport implementation is characterised by explosive data growth, adding thousands of new cases per day. It is not uncommon for these overloaded databases to contain as much as 85 percent of older 'closed' cases that are rarely accessed. Archive for Servers Clarify Edition removes seldom-referenced, closed cases to improve transaction processing and report generation, reduce maintenance time and speed disaster recovery. As a result, call centres can resolve customer inquiries faster, handle increased call volumes, reduce the average hold time and increase the likelihood of first call resolution. Additionally, costly hardware upgrades and maintenance fees can be eliminated or deferred, with the potential to realise significant cost savings.

"Mission-critical systems require strong doses of ongoing housecleaning if they are to provide sustained competitive advantage," said Rich Evans, vice president of enterprise data centre strategies for META Group, a leading information technology (IT) research and consulting firm. "Companies who take advantage of packaged enterprise software such as CRM and ERP that depend on relational databases are going to be looking to 'active archiving' solutions to optimise the performance and availability of their systems."

Archive for Servers Clarify Edition removes tens of thousands of closed cases per hour from Clarify ClearSupport databases and stores them in Archive Files. All archiving and data management functions are transparent to users, who can browse and restore archived cases with the click of a button, in real time from within the Clarify ClearSupport application.

"This new application-specific version of Archive for Servers is an important step in extending active archiving to users of packaged applications," said Lisa Cash, CEO of Princeton Softech. "The Clarify

Edition launches our strategy to offer fully-integrated Active Archive (TM) Solutions to companies struggling with poor application performance and limited availability. The Clarify ClearSupport market is just the beginning. Princeton Softech also plans to deliver out-of-the-box active archiving solutions for PeopleSoft and Oracle Financials."

Pricing for Archive for Servers Clarify Edition begins at £41,000 for Microsoft Windows NT and Windows 2000 platforms, and £82,000 for the Unix platform

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About Princeton Softech

Princeton Softech (http://www.princetonsoftech.com), the pioneer and leader in the active archiving marketplace, is a software products and services company that helps enterprises enhance the performance of their systems by managing data smarter. The company allows enterprises to manage their mission-critical applications more efficiently through "active archiving." By using Princeton Softech's suite of Active Archive (TM) Solutions, companies can identify and move complete sets of infrequently used data to an active archive, while maintaining accuracy, integrity and business context. Princeton Softech is a leader in enterprise-scale data management solutions, with over 2,000 of the world's largest companies in more than 30 countries using Princeton Softech's products and services. Princeton Softech is financed by Apax Partners and LLR Partners.

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