Remedy Interactive Selects Akamai to Accelerate Delivery of Injury Prevention Software for Global Customers

Submitted by: Ascendant Communications

Tuesday, 5 February 2008

…Implementing Akamai Web Application Accelerator…

…Results in 75 Percent Reduction in Support Call Center Volume…

February 5, 2008 — Remedy Interactive, Inc., a leading provider of enterprise solutions that help Global 1000 companies reduce their workers' compensation costs, today announced it has selected Akamai Technologies, Inc. (NASDAQ: AKAM), the leading global service provider for accelerating content and applications online, to optimize the delivery of its OES software for worldwide customers over the Internet. By leveraging Akamai's Web Application Accelerator service, Remedy Interactive users receive a fast and reliable end user experience, ensuring usage and adoption of the company's innovative hosted injury prevention application.

Before using Akamai Web Application Accelerator, Remedy Interactive found that some of its global customers were having difficulty accessing the Web-enabled OES solution because of the Internet's inability to deliver applications reliably and with high performance. As a result, call center volume increased. Remedy Interactive turned to Akamai to improve application delivery performance for its users, help the company grow its business without expanding its data center infrastructure, and leverage valuable data related to how Remedy Interactive's users interacted with the OES software. After implementing the Akamai Web Application Accelerator, the time it took users to complete program tasks decreased by up to 62 percent globally, and users spent an average of eight minutes less using the software in the Asia-Pacific region, indicating their ability to quickly access and interact with the OES application. As a result, call-center complaints about connectivity issues and slow page loading dropped to almost zero. Remedy Interactive has benefited operationally by offloading 35 percent of page requests to the Akamai network. Additionally, the company has better insight and visibility into conditions or system errors affecting its end users, and understands how customers use the software.

"Giving customers a superior end-user experience is critical to every rapidly growing company's success," said Willie M. Tejada, vice president for Akamai Application Acceleration. "By using the Akamai's Web Application Accelerator service, Remedy Interactive can focus on software development instead of infrastructure build-out or delivery, and let Akamai accelerate application delivery that helps Remedy Interactive exceed its customers' expectations. It's a win-win partnership for everyone."

Akamai's Web Application Accelerator service leverages Akamai's globally-deployed platform to deliver consistent, improved application performance for enterprise customers. Akamai accelerates customers' dynamic Web applications using a number of unique techniques including dynamic mapping, advanced communications protocol, route optimization and connection optimization technology.

"We're committed to providing our global customers with proven, high-quality solutions for managing their injury prevention programs, and we see Akamai as a strategic component of that commitment," said Ben Archibald, Executive Vice President of Technology, Remedy Interactive. "By partnering with Akamai, we can deliver our hosted OES software through our customers' preferred carriers in every country, and

deliver a consistent user experience -- which gives our customers the confidence to utilize the OES for a larger percentage of their global enterprise. With Akamai, we can confidently pitch the OES to any enterprise, regardless of size or location of users, and know we'll be able to meet that enterprise's software delivery expectations."

About Remedy Interactive

Remedy Interactive, headquartered in Sausalito, California, delivers the most comprehensive suite of software solutions to help companies prevent workplace injuries and reduce workers' compensation costs. Now available in 14 languages worldwide, Remedy Interactive's OES is the only solution to produce quantifiable cost savings for Global 1000 companies. Customers include Hewlett-Packard, Chevron, Northrop Grumman, Health Net, and VISA. More information on Remedy Interactive's industry-leading solutions can be found at www.remedyinteractive.com.

About Akamai

Akamai® is the leading global service provider for accelerating content and applications online. Thousands of organizations have formed trusted relationships with Akamai, improving their revenue and reducing costs by maximizing the performance of their online businesses. Leveraging the Akamai EdgePlatform, these organizations gain business advantage today, and have the foundation for the emerging Web solutions of tomorrow. Akamai is "The Trusted Choice for Online Business." For more information, visit www.akamai.com.

Akamai Press Contacts:

Gillie Tennant/James Cooper
Ascendant Communications
Email: gtennant@ascendcomms.net / jcooper@ascendcomms.net

Remedy Interactive Press Contacts:
Rebekah Mitchell
Tel: +1 415.933.6253
Email: rebekah@rmcommunications.com