

# Actuate and BIRT Enable Ymor to Deliver 24/7 Application Performance Reporting to Customers

Submitted by: Sarum PR

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London, UK – March 10th , 2009 – Actuate Corporation (NASDAQ: ACTU), the leader in delivering Rich Internet Applications Without Limits™, today announced that its customer, Dutch application performance measurement specialist Ymor, is using Actuate value-added products for BIRT to better serve its clients--large banks, insurance companies, utilities and government organisations across the Benelux market. Using Actuate and BIRT, the leading open source information application development environment and a top level Eclipse project founded and co-led by Actuate, Ymor's staff and customers enjoy clear, independently-gathered information at an application level, so within seconds they can see 'at a glance' where any performance issues lie and they can be addressed immediately.

As a young company, Ymor could not afford elaborate pre-built reporting tools, or to develop its own customised environment from scratch. It needed to be able to provide a wealth of critical information to customers, in a timely fashion, with limited internal resources. This included the ability to give customers' out-of-hours access to live application performance data through the web.

As well as using Actuate e.Report Designer Professional for internal cost centre reporting, and delivering regular PDF reports to clients, Ymor has used Actuate's dynamic graphical BIRT-based offerings in its own products to produce overviews, dashboards and alerts on the performance of its customers' server environments, with full web-based access so that customers can review their application performance in real time, 24/7.

As Richard Budding, Ymor's Founder explains, "If we'd developed our own tools, there might have been stability and quality issues, and we'd have had to pay 40,000-50,000 Euros a year for another Java programmer. The enhanced BIRT-based dynamic graphical web-based reporting capabilities provided by Actuate are essential to avert performance issues with customers' critical business applications, including SAP, Siebel and Citrix."

Key benefits Ymor has received from the Actuate and BIRT solution - aside from being able to see at a glance where any performance issues lie, numerous reports can be produced concurrently without the intervention of Ymor staff, thereby raising customer service levels. Furthermore, the Actuate offerings are also a major sales aid, enabling Ymor to set up new projects in just 1-2 weeks and show rapid results.

Nobby Akiha is SVP Marketing at Actuate and comments, "More and more organisations are enjoying the flexibility and speed of development that Actuate and BIRT offer, enabling them to extend their software and services portfolios while decreasing development and support costs. We are delighted that Ymor has so positively embraced our technologies, and the benefits they and their clients are realising. Helping our clients to stay competitive in difficult markets is key--the BIRT open source application development environment and the Actuate value-added products offer the flexibility to achieve that."

About Ymor

Ymor is a pragmatic company that has built up a unique position in the field of performance management. Its focus areas include validation, monitoring, tuning and controlling of complex ICT-areas. Ymor's expertise deliver added value for its customers, which is essential during the application life cycle. Ymor is a partner of HP and Precise, a software producer of advanced performance management solutions. For more information please visit the company website on [www.ymor.nl](http://www.ymor.nl).

#### About Actuate Corporation

Actuate Corporation is dedicated to increasing the richness, interactivity and effectiveness of enterprise data, for everyone, everywhere. Actuate delivers the next generation RIA-ready information platform for both customer and employee-facing applications. The Actuate platform boasts unmatched scalability, high-performance, reliability and security. Its proven RIA capabilities and highly collaborative development architecture are backed by the world's largest open source information application developer community, grounded in BIRT, the Eclipse Foundation's only top level Business Intelligence and reporting project.

Global 9000 organisations use Actuate to roll out RIA-enabled customer loyalty and Performance Management applications that improve customer satisfaction and employee productivity. The company has over 4,400 customers globally in a diverse range of business areas including financial services and the public sector, many of which have a long history of deploying Actuate-based solutions for dozens, or even hundreds of their mission-critical applications.

Founded in 1993, Actuate has headquarters in San Mateo, California, with offices worldwide. Actuate is listed on NASDAQ under the symbol ACTU. For more information on Actuate, visit the company's web site at [www.actuate.com](http://www.actuate.com).

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