



# CROSSFORM<sup>®</sup> ASP

## Application Service Provider

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### Introducing CrossForm's new hosted solution.

**CrossForm ASP is Mainstream's powerful, new hosted software for maintenance and facility management.** Using a web browser, CrossForm ASP can be accessed anytime from anywhere. CrossForm ASP takes the extensive features of traditional CrossForm and includes bonuses such as reduced costs, wider access and reduced IT staff involvement. All of this is delivered to you in our exclusive hosted environment.

**Built-in messenger server.** The messenger server makes it possible to fax, page and e-mail assignments directly from the CrossForm application. This extremely valuable feature is included at no extra charge with the CrossForm ASP model. All software upgrades are performed by Mainstream Software's expert IT staff, bringing you the latest enhancements without involving your in-house IT personnel.

### Works for any business including yours.

**Perfect for companies of all sizes.** Now you can choose a facility management application based on need rather than budgetary constraints. Whether you are a small business or a Fortune 500 company, CrossForm ASP can be tailored to your requirements.

**Cost-effective for small businesses.** Smaller businesses have the same facility management needs as larger companies. Many, however, have been limited by resources available – until now. CrossForm ASP's monthly costs are configured on a usage basis as opposed to a one-time capital expense. Because the system is hosted, it reduces costs.

- *Less time to implement*
- *No hardware to purchase*
- *Less IT staff involvement*

**Handling large demands with ease.** Big corporations that can afford an in-house

model often prefer to focus on their core competencies. Outsourcing to Mainstream Software enables you to concentrate on your specialty, while we concentrate on ours. This business practice has proven to be profitable for many companies, reducing costs, enabling staff to be more productive and, in turn, increasing revenue.

**"The functionality and support are far superior to other applications I have used in previous companies."**

*Phillip Trujillo, Service Manager  
Circle K Stores*

### Imagine what CrossForm ASP can do for you.

#### **Dynamic capabilities with just a click.**

CrossForm is designed for managing dispatch operations, including inventory, assets, invoices and preventive maintenance. The CrossForm ASP model offers the same remarkable features as traditional

CrossForm with the power of Internet connectivity. See the main CrossForm brochure for a complete list of features.

#### **Get the CrossForm ASP advantage.**

- *Access the system with only an Internet connection and a web browser.*
- *Mainstream Software professionals offer remote support, becoming your hardware maintenancesupport staff and freeing in-house IT personnel.*
- *Enterprise level offering includes redundant Tier 1 provider systems, a disaster recovery plan and Internet server bandwidth that can be designed specifically for your requirements.*
- *CrossForm Messenger module (faxing, paging and e-mailing) is included at no additional cost.*
- *Data is stored in a separate database per customer and secured at the domain level to ensure only authorized users have access.*

## Extraordinary benefits.

**Functionality.** The built-in Messenger module enhances communication between CSRs, administration, technicians, vendors and customers.

**Cost Reduction.** No software/hardware installation is necessary, dramatically reducing implementation time and costs. CrossForm ASP allows you to focus on your core business and not waste time maintaining IT infrastructure.

**Staffing.** Mainstream Software provides upgrades, back-ups and system administration, requiring less time from in-house IT staff.

**Accessibility.** You have the ability to access CrossForm 24/7 from any PC in the world – a valuable feature to companies using a common database from different locations.

**Return on Investment.** It's easy to justify ROI with no major capital expenses such as hardware, licenses, implementation and support.

**Scalability.** You purchase what you currently use and add as you grow. You can expand capabilities through modules like Web-Enabled Call Center, Mobile Tech and Mobile Inspector.

## Exceptional security.

**State-of-the-art security for tough protection.** Mainstream Software utilizes some of the most advanced technology for Internet security available today.

- Using Internet Explorer 5.5 or greater with 128-bit encryption, our Secure Socket Layer-enabled (SSL) site protects your data.
- Industry-leading Citrix<sup>®</sup> Metaframe XP<sup>™</sup> is used to maintain a secure environment.

Your data is safe, secure and available only to registered users in your organization.

### Maintaining and protecting your data better.

A data center's core purpose is to maintain data and keep it secure.

- The data center where the servers are located has a 100% uptime guarantee. It consists of a 5-point failover system that includes a perpetual diesel generator.

- Three network carriers provide fully redundant service to prevent interruptions.
- The CrossForm system has a powerful, dedicated network line that can provide you with the bandwidth you need.
- Monitored 24/7.

**"I have found CrossForm to be efficient, well organized and easy to learn. The support has been great, too."**

*Suzanne Hunt, A/P Specialist  
Comcast Cable*

## It's all about your bottom line.

When evaluating a facility management solution, consider server licenses, hardware costs and depreciation, IT infrastructure, support costs, etc. These costs drive up the total price of ownership. CrossForm ASP eliminates many of these costs, increasing your return on investment, functionality and efficiency.

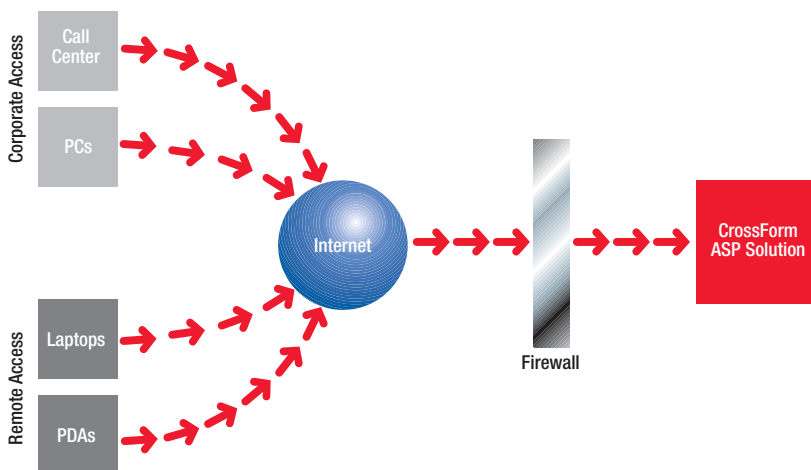
## Free trial period.

Contact Mainstream Software to take advantage of a free, no-commitment needs analysis and a free trial period. CrossForm's exceptional performance will be obvious.

### Requirements

- Pentium<sup>®</sup> Class Machine running: Windows<sup>®</sup> 98 SE, Windows<sup>®</sup> 2000 or Windows XP<sup>®</sup>

Note: Supported browsers are Microsoft<sup>®</sup> Internet Explorer 5.5 and higher, Netscape<sup>®</sup> 6.0 and higher with 128-bit encryption.



## Work Flow: Accessing CrossForm ASP



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