

# Enterprise Instant Messaging Solution

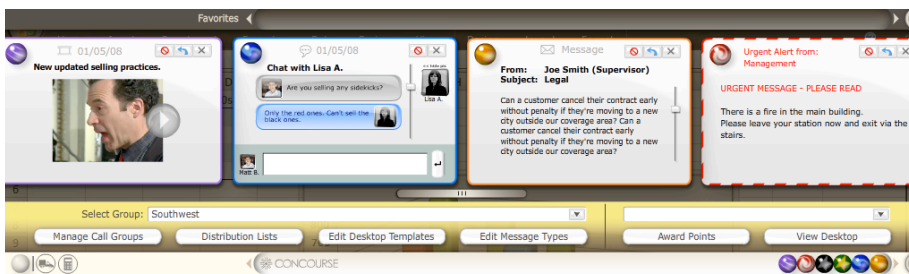
Concourse is a unique Unified Communications Suite for collaborating in the enterprise. Now companies and organizations can create and deliver messages in an enterprise or peer-to-peer environment, based on known attributes of both the sender and the receiver. Through its unique “marble and drawer” user interface, it is the only Unified Communications suite of tools that apply visual metaphors to textual data, decreasing the time it takes users to learn and react to a situation. At the heart of the system lies an enterprise instant messaging application, specifically designed to serve the support needs of enterprises. With Concourse, the course of action is real-time, intuitive and creates collaborative communities, making employees more efficient and work more enjoyable. The benefits:

**Collaborate efficiently:** With Concourse your enterprise can facilitate real time business communication, which will accelerate effective decision making and action taking.

**Secure Communications:** Ensures security of confidential information, promoting trust with your partners and clients.

**Easy to manage:** At Adaptive Engineering we simplify the complexity, and provide a robust, flexible system that is simple to install, easy to use, and nearly maintenance free eliminating the need for unnecessary investment in such things as infrastructure and reducing the burden on IT support services.

**Proven Compliance:** Through Concourse’s centralized logging and reporting, enterprise can maintain regulatory compliance, for example, by having available IM chat logs required as part of a legal discovery.



**ae** Adaptive Engineering is the award-winning software development company that provides efficient and intuitive visual solutions to businesses and organizations looking to save time and money.

Committed to delivering innovative visual applications, Adaptive Engineering collaborates with its clients to accelerate efficiencies and productivity within their business or organization. Their unique unified communications and collaboration suite of applications and business driven approach allow enterprises to focus cost and can be found streamlining business processes in large enterprises and call centers. Founded in 2003, Adaptive Engineering operates globally with offices in Americas, Europe, Asia and the Middle East. More information is available at: [www.adaptiveengine.com](http://www.adaptiveengine.com).

**Single Sign-On:** Concourse enables unified logging across all channels, pursuit to industry standard and compliancy.

**Secure Communications:** Unlike public IM applications, Concourse resides inside the corporate firewall. Messages are encrypted and users are authenticated via LDAP/Active Directory, enabling enterprise single sign-on.

**Broadcasting:** Concourse enables you to broadcast alert messages such as regional system outages, special offers, and other urgent communiqués to a targeted group of recipients.

**Multi-Media Messaging:** Users can collaborate and send text or multimedia messages, enabling delivery of training videos directly to the desktop, which can be viewed during slack periods.

**Attribute-Based Message Routing:** Concourse enables messages to be routed based on user attributes.

**Group Chat:** Concourse enables a group of users to view all messages submitted by other users, as well as the corresponding coach/SME responses, thus serving a dual role as a support and training tool.

**XML-based Chat Log:** Chat logs and system events such as Alerts and Training Videos are logged as XML files to facilitate data mining.

**Engaging User Interface:** Who says business applications need to be boring? Concourse’s architecture enables rich, animated user interactions. The next time you need to send someone a message, shoot them a marble instead.