Enterprise Tools and Solutions

DEVELOPMENT TOOLS
HELP AUTHORING TOOLS
WEB SELF-SERVICE SOLUTIONS

ComponentOne®
Studio Enterprise
Framework

Optimized for

Microsoft®
Visual Studio .net

ComponentOne®
More Tools. Endless Possibilities. SM

Component one C1

1.800.858.2739 • www.componentone.com
0800 328 5271 • www.componentone.co.uk

Contents

ComponentOne at a Glance

QUICK FACTS

- Tools for software developers, Help authors, technical writers, and support centers
- In business for over 17 years
- Over 75% of Fortune 500 companies use our tools
- Products localized into English, Chinese, and Japanese
- Worldwide distribution through resellers and distributors in over 35 countries
- Components in-the-box with Visual Studio 4.0 through Visual Studio 6.0, Borland Delphi 8 for .NET, and Borland C#Builder for .NET

OVER 90 AWARDS

Mission

To be the worldwide market leader in our industry, develop and create premier tools and solutions, and contribute added value and benefits to our customers' applications and solutions.

Overview

ComponentOne® is a privately held, customer focused technology company. It is the premier provider of a diverse set of tools and solutions for software developers who work in Microsoft® Visual Studio, Visual Studio .NET, Borland® C#Builder,™ and Delphi® for .NET environments, Help authors, technical writers and developers who write and design Help systems, and support centers that utilize Self-Service and knowledge management solutions. The ComponentOne product line includes components for .NET, ASP.NET, Mobile, and ActiveX, Help authoring tools, and Self-Service solutions. With offices in the United States and the UK, ComponentOne tools are used by more than 75% of the Fortune 500 companies and supported and distributed in more than 35 countries worldwide.

ComponentOne products have received numerous industry and user accolades, including awards from Info World, PC Magazine, Programmer's Paradise, Software Development Magazine, SD Times, VBXtras, Visual Systems Journal, and Visual Studio Magazine.

Customer List

For seventeen years, the world's most prominent organizations have relied on ComponentOne tools.

PARTIAL LIST BELOW
ABC
A.C.Nielsen
Airborne Express
ALCOA
Allstate Insurance Company
Amtrak
AOL Time Warner
AT&T
Bank of America
Boeing Corporation
Carnegie Mellon University
Citibank
City of New York
Columbia University
Disney
Dean Witter
eBay
Ernst & Young
Federated Investors
Ford Motor Company
Gartner Group
General Motors
Harvard University
Hewlett Packard
Honeywell
Johnson & Johnson
Lockheed Martin
Merrill Lynch
Microsoft
MIT
Motorola
NBC
National Football League
National Hockey League
Nike
Packard Bell Electronics Corporation
Pepsi International
Pfizer, Inc.
Philips
Polaroid
PricewaterhouseCoopers
Procter and Gamble
Prudential
Sony Pictures Entertainment
Texas Instruments
United Parcel Service
US Department of Defense
US Department of Energy
US Department of Labor
US Department of Natural Resources
US Navy
US Army
Wells Fargo Bank
Xerox Corporation
Zenith Electronics Corporation

Past, Present, and Future

Formed by the merger of two pioneering component vendors, APEX® Software and VideoSoft® ComponentOne has grown to become the premier provider of top-notch solutions for software developers, Help authors, technical writers, customer service representatives, support managers, and support centers.

Pioneering Components

Prior to the merger in 2000, APEX's DBGrid® and VideoSoft's FlexGrid® two of the industry's most popular components, were included in the box with versions 4, 5, and 6 of Microsoft Visual Studio. The increasing popularity of their components, the changing trends in the technology marketplace, and the need for a single company to provide a complete solution for multiple development environments led to the merger and formation of ComponentOne. This merger marked a significant shift in the component vendor market, leading to other consolidation and validation of the component marketplace.

Leading Edge Products and Services

As one company, ComponentOne is able to provide customers with an expanded line of products and services. With a larger R&D team, ComponentOne is focused on developing innovative tools for .NET and other emerging technologies as well as the continuous enhancement of existing products. With a combined sales and support staff, ComponentOne provides top-notch services including technical support, online sales, and an expanded network of worldwide partners and resellers.

Enter Studios and Subscriptions

In 2001, ComponentOne re-affirmed its leadership position by announcing ComponentOne Studio™ for ActiveX—a collection of over 50 components— driving a trend toward software

subscriptions in the component market. Today, ComponentOne Studio is the highest selling line of components for Microsoft Windows, Web-based and Mobile application development.

Integrated Components and Architectural Framework

Instead of developing individual components without real integration, ComponentOne has developed a truly integrated suite built on a flexible Framework targeting the data, presentation, transformation and reporting layers as well as the major run-time environments.

Ensuring Future Success

With enterprise level partners such as Microsoft and Borland, a worldwide network of resellers and distributors, and a diversified product line, ComponentOne will continue to provide customers with the highest level of products, services, quality, and innovation. As a forward thinking company, ComponentOne continues to diversify its product line with the world's first Help authoring tool (Doc-To-Help) as well as the recently launched Response—a new affordable, easy-to-implement Web Self-Service solution. Moving forward, ComponentOne's mission remains clear. ComponentOne is dedicated to developing and creating premier tools and solutions, while contributing added value and benefits to customers' applications and solutions.
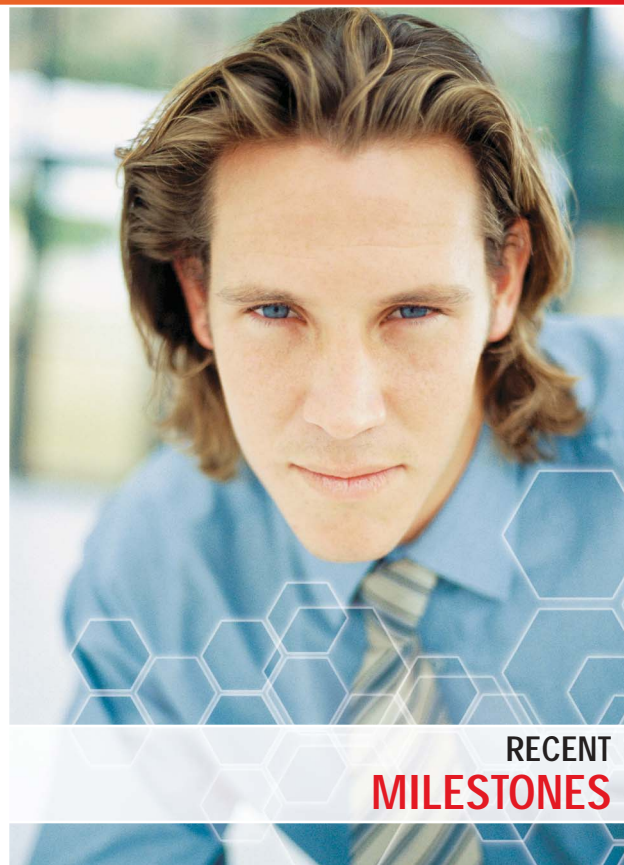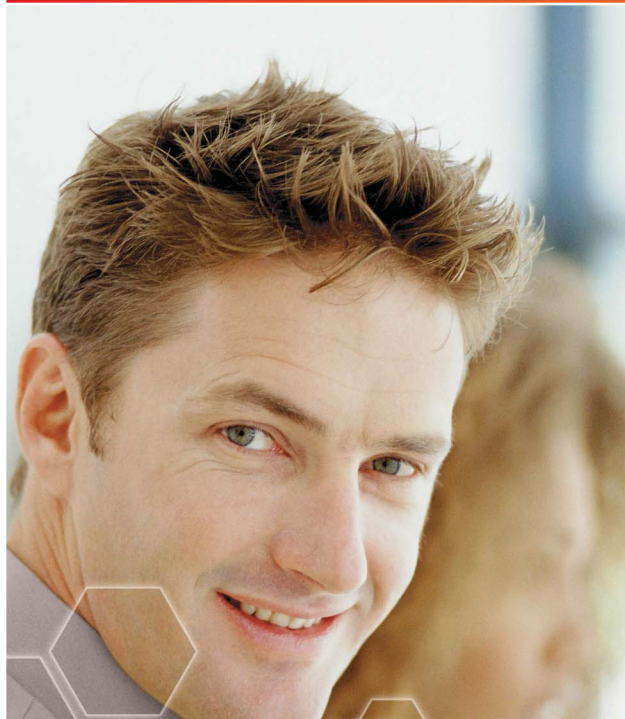
RECENT
MILESTONES

10/2001	Studio for ActiveX Released Acquired Doc-To-Help
11/2001	Studio for .NET Released
10/2002	Opened UK Office Studio Enterprise Released
11/2002	Introduced Doc-To-Help Training
05/2003	In the Box with Borland C#Builder for .NET
10/2003	Microsoft VB .NET Resource Kit Partnership
11/2003	In the Box with Borland Delphi 8 for .NET
03/2004	Response Web Self-Service Released
05/2004	Studio Enterprise with Gold Support Released

"*Visual Studio 2005 will radically improve productivity and provide full access to the new capabilities of the Microsoft .NET Framework 2.0. We're excited that developers will continue to benefit from the quality and innovation that ComponentOne and Microsoft have consistently provided through the emergence of new and improved technology.*"

Shawn Nandi, Product Manager
Developer and Platform Evangelism Division
Microsoft

More Tools. Endless Possibilities.℠

Our Diverse Family of Tools

ComponentOne has leveraged over seventeen years of development experience and crafted a diverse set of products empowering software developers, Help authors, and support centers to successfully build powerful applications and solutions. Our family of tools includes a market leading set of integrated components for Windows developers, the world's first Help authoring tool, and a powerful new Web Self-Service solution.

Hundreds of thousands of our tools are being used and integrated into applications worldwide. Fortune 500 organizations and individual users alike are deriving countless benefits from ComponentOne products. Benefits include lower development costs, faster time-to-market, rich and deep functionality, ongoing access to cutting-edge technology, and full support for emerging technologies from our Microsoft and Borland partners.

Enterprise Services
ComponentOne also offers enterprise services to support and complement our depth and breadth of products including **support and maintenance**, **software subscriptions**, **training**, **source code**, and **escrow agreements**.

Development Tools
Our suite of integrated development components are powered by a unique architectural framework that targets data, presentation, reporting, and transformation application layers as well as the most popular run-time environments including .NET, ASP.NET, Mobile, and ActiveX.

Help Authoring Tools
Help authors and technical writers use our cutting-edge, single-source Help authoring tool for Microsoft Word to create robust Help systems and printed documentation with ease and from a single set of word documents.

Web Self-Service Solutions
Organizations around the world can use our Web Self-Service solution to provide 24/7 access to important information to clients, employees, or any user who needs immediate and accurate answers to their questions via the Web or e-mail.

"The inclusion of ComponetOne Studio Enterprise within our new C#Builder product helps to ensure that high-quality .NET and ASP.NET component technologies are readily available to our customers."
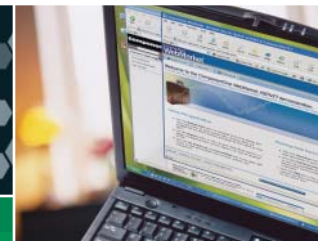**Simon Thornhill**, Vice President and General Manager of .NET Solutions **Borland**

"Whenever I show the end result to people, I get the gasps and 'Wow…how did you do that?'. Of course I just smile and let them think what they want…your control is my little secret."
Rob Hudson, Developer **MyDistrict.Net**

UNIQUE FACTS
ABOUT OUR TOOLS

- Hundreds of thousands of ComponentOne tools are used worldwide

- Major language vendors include ComponentOne components as an integrated part of their products

- ComponentOne products provide benefits including lower development costs, faster time-to-market, rich and deep functionality, ongoing access to cutting-edge technology, and full support for emerging technologies

- ComponentOne development tools are the only set of components targeting all run-time environments and all application layers

- Widest range of components (from UI, to reporting, from database to eCommerce)

- ComponentOne Studio Enterprise is the most comprehensive "suite" available with over 110 components for .NET, ASP.NET, Mobile and ActiveX

- Doc-To-Help is the world's first Help authoring tool

Development Tools

For more information visit www.component**one**.com/enterprise

Microsoft Windows, Web-based, and mobile application development is a thriving market involving millions of enterprise developers worldwide. ComponentOne provides add-in components for this wide-range of developers offering enhanced features and functionality often missing from the base versions of the most popular development environments. From Fortune 500 corporations to individual consultants, hundreds of thousands of developers are experiencing the value that the ComponentOne line of development tools provide during the application development process.

ComponentOne's development tools product line is made up of a comprehensive suite of data and user interface components for Microsoft Visual Studio .NET, Borland Delphi for .NET, or any .NET-compatible development environment. Our leading-edge components enhance or, in some cases, replace the functionality found in the base Microsoft or Borland development environments.

The Studio Enterprise Framework

ComponentOne's suite of components, Studio Enterprise, is not simply a collection of unrelated controls, but a unified set of components built on a common framework.

Among .NET component vendors, only ComponentOne offers this type of solution that targets all runtime environments

With Studio Enterprise and the Studio Enterprise Framework, developers can add core functionality, improve performance, and build more extensible applications for any .NET platform.

(.NET, ASP.NET, Mobile, and ActiveX) and all application layers (Data, Presentation, Reporting, and Transformation). This architecture offers several significant advantages for enterprise-wide application development including completeness, interoperability, granularity, reusability, programmability, and consistency.

ComponentOne is committed to providing developers with high-quality, functionally rich, and useful components empowering them to produce commercial, enterprise-style applications with less code, and more flexibility, all while being supported by our top of the line professional services.

APPLICATION LAYERS
- Data
- Presentation
- Reporting
- Transformation

RUN-TIME ENVIRONMENTS
- .NET
- ASP.NET
- Mobile
- ActiveX

STUDIO ENTERPRISE—COMPONENTS AND SUBSCRIPTION

Sold as a subscription that delivers one full year of new product releases, updates, upgrades, betas, and, e-mail and telephone support, Studio Enterprise contains an integrated set of over 110 data, grid, reporting, charting, user interface, and eCommerce components.
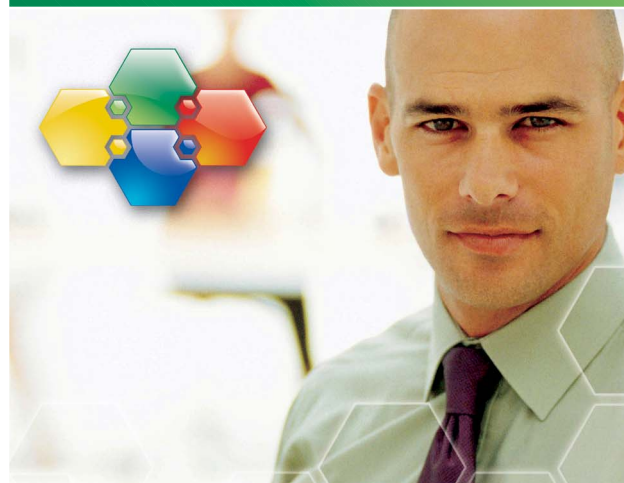
Widest Range of Components COMPONENT TYPES INCLUDE:

Grids • Reporting • Print Preview • Charting • Data • Query • Input • List • Flash • Zip • PDF • Excel • Menus • Toolbars • Resizing • Spell Checking • eCommerce

PLATFORMS SUPPORTED
- Microsoft Visual Studio
- Microsoft Visual Studio .NET
- Borland Delphi for .NET
- Borland C#Builder for .NET

BENEFITS OF OUR
DEVELOPMENT TOOLS

- Rich component object models
- Unparalleled functionality
- Easy-to-use visual designers and components
- Framework offers significant advantages including completeness, interoperability, granularity, reusability, programmability, and consistency.
- Components also work with most 3rd party controls
- Tools included with Borland C#Builder and Delphi for .NET
- Also included in the VB .NET & ASP.NET Resource Kit

"True DBGrid has long been the king of the grid hill, and it's only gotten better in this .NET incarnation. It's integrated fully into .NET, so if you're used to object manipulation and namespaces, you'll feel right at home."

Don Kiely
Visual Studio Magazine

More Tools. Endless Possibilities.

Help Authoring Tools

For more information visit www.component**one**.com/**doctohelp**

The Help authoring community is made up of content developers, documentation specialists, technical writers and editors, information architects, visual designers, software developers, and Web designers and developers—anyone whose work makes technical information available to those who need it.

...empowers users to easily create HTML Help, cross-platform HTML-based Help, JavaHelp, WinHelp, Visual Studio .NET-style Help, and printed documentation.

ComponentOne offers a solution for every level of Help authoring. From basic online Help or printed documentation to the most complex and professional Help systems, you'll have the tool for any job.

ComponentOne Doc-To-Help,® the world's first Help authoring tool, is our single-source Help authoring tool for Microsoft Word. Widely used by the Help authoring community, Doc-To-Help empowers users to easily create HTML Help, cross-platform HTML-based Help, JavaHelp,™ WinHelp, Visual Studio .NET-style Help, and printed documentation from a single set of easily maintained Word documents. The ability to single source saves time, reduces costs, and increases productivity.

BENEFITS OF
USING DOC-TO-HELP

- **Single Sourcing** (One Source Document/Multiple Help Targets)
    Saves Time
    Increases Productivity
    Maintains Consistency
- **Yearly Subscription Service Included with Doc-To-Help Professional**
- **Professional Training is Available**

USEFUL TOOL FOR MORE THAN ONLY HELP AUTHORS

- Software Developers
- Online Help Developers
- Information Developers
- Software Engineers
- Programmers
- Technical Writers
- Documentation Specialists
- Communication Specialists

Professional Services

ComponentOne offers a variety of professional services including support, subscriptions, and training providing users the support they need to successfully use Doc-To-Help for any type of Help authoring project.

ANNUAL SUBSCRIPTION

This subscription service, exclusive to Doc-To-Help Professional, delivers new version releases, free updates, upgrades, select product betas, 30-days of free telephone support, credit toward training courses and additional telephone support, and free e-mail support for one full year.

HANDS-ON TRAINING

Doc-To-Help training courses give you the knowledge and ability to create robust Help systems. From the inexperienced Doc-To-Help user to experienced Doc-To-Help 2000 or earlier users, these professional classes provide you with the tips and tricks you'll need to know.

"Authoring multiple variations of a Help file for the same Help platform has always been a headache for me. But ComponentOne Doc-To-Help not only supports this ability, it's incredibly easy to use and far more flexible than I would ever have expected. I tried it today, and it worked beautifully."

Rob Hudson, Technical Writer

"The instructors had extraordinary knowledge of all versions of Doc-To-Help. They provided extra support by designing the course toward our specific needs."

Bonnie Miller, Communication Specialist
Palmetto GBA

Web Self-Service Solutions

Response—Intelligent Self-Service

Your customers expect accurate and timely resolutions to their problems as soon as they arise. The increasing cost of handling these issues through a staff of trained Customer Support Representatives multiplied by an increasing number of incidents, presents significant cost and staffing challenges.

ComponentOne Response,™ our Self-Service solution, gives you the power to overcome those challenges by providing a self-maintaining, self-learning tool that enables organizations to provide a searchable knowledgebase on the Internet, for their customers or employees.

Response empowers you to deploy your knowledge on the Web without a large investment, implementation, or maintenance effort.

LOW RISK SELF-SERVICE

Support organizations today fear Self-Service implementation because the risk of failure far outweighs the potential return on what is normally a huge investment and implementation effort. Response is a low-risk solution because it provides all the critical Self-Service functionality at a fraction of the cost of the typical Self-Service system. Implementation headaches are also taken away. All you need is a Web site, browser, and any ODBC compliant database.

RELIABILITY

Response leverages the latest self-learning and natural language search technology to ensure that users get the most current and accurate information.

QUICK AND REAL ROI

Every Self-Service product promises a strong ROI, but Response delivers. With a low cost of ownership, the cost savings from reduced call volume and satisfied customers will easily pay for Response.

Features

EASY/FLEXIBLE KNOWLEDGEBASE DEVELOPMENT:
Response creates an HTML knowledgebase from almost any data source, such as Word, Excel, Access, SQL Server, and Oracle.® Response can also automatically scan online data sources and Web sites to complement its knowledgebase.

SELF-LEARNING TECHNOLOGY:
Through customer interaction, Response learns which answers are best and moves them to the top of the results list. Thus, knowledge maintenance is automatic.

E-MAIL MANAGEMENT:
Response goes a step further to help the support staff manage emails through custom e-mail routing. E-mail traffic can be routed to a specific support staff member, a specific e-mail alias or even a ticketing system.

ISSUE ESCALATION:
Response's Web-based user interface allows customers to submit issues or tickets directly to key support staff when their problems require immediate attention.

TEN REASONS RESPONSE IS
MAKING SELF-SERVICE EASY

Response makes it easy for organizations to cut the significantly large implementation and ownership costs associated with typical Self-Service and Knowledge Management systems.

- User Friendly Interface
- Simple Implementation
- E-mail Support
- Easy Integration with Enterprise Systems
- Easy Knowledgebase Creation and Maintenance
- Self-learning Knowledgebase
- Self-maintaining Knowledgebase
- Workflow Automation
- Web-based, Point-and-click Administration
- Low Cost = Fast ROI

ComponentOne
4516 Henry Street
Suite 500
Pittsburgh, PA 15213 • USA

Web: www.componentone.com
E-mail: info@componentone.com

Sales: 1.800.858.2739
Phone: 1.412.681.4343
Fax: 1.412.681.4384

"We needed to quickly construct mobile documentation software with ease-of-use, a comprehensive feature set, and flexibility. ComponentOne FlexGrid for Mobile Devices provided us with just that, plus saved us weeks of programming time."

Ryan Havlick, Vice President
Hands On Technology

"We are delighted with the ComponentOne subscription we purchased. The products are absolutely great!"

Tony Robson, Programmer
Databus Computer Systems

TS-CB04-1 5/04

www.component**one**.com • 1.800.858.2739
www.component**one**.co.uk • 0800 328 5271

OVER 90 AWARDS

Visual Studio Magazine 2004 Award
Visual Studio Magazine 2004 Merit Award
SD Times 2004 100
WINNER VSi READER AWARDS 2004
software deveLopment 13th annual productivity award