

*A proven, reliable,
scalable, management
system for public Internet
access networks.*

Introducing VersiWorks.TM

Integrated Platform, Transaction and Access Management



RESOLUTE Partners



VersiWorks. A New Carrier Class OSS Built Around Your Business Needs.

With a powerful database structure as a foundation and innovative management software, VersiWorks is a SaaS (Software as a Service) product designed to meet the demanding needs of your public Internet access network today. And tomorrow.

VersiWorks was developed for the RESOLUTE Partners' Internet Café and recreational computing business serving the U.S. military community world wide including Iraq and Kuwait. The system evolved to manage and operate RESOLUTE's growing network of wired and wireless installations, handling thousands of cash and credit transactions each month

The current release of VersiWorks integrates and manages a full range of IP based services.

The VersiWorks solution is not just for new WLAN deployments. It can support business strategies that include upgrading from outdated systems to offer more services, consolidation of disparate platforms or integrating acquired networks.

VersiWorks is now available, on a selective basis, to WISPs, ISPs, Managed Service Providers, venues and network operators in both the military and commercial markets.

More capabilities.

More control.

More flexibility.

More affordable.

The VersiWorks platform integrates key elements of a broadband business network.

- VersiWorks database
Exclusive development, testing and staging environments
- VersiWorks administration and management software
- Industry standard broadband controllers and access points
- VersiWorks client software agent for PCs and Kiosks
- IP network devices
- Technical help desk
- Transaction processing services
- End-user customer care

VersiWorks can power businesses built on any broadband infrastructure.

- Internet Access, Wired or Wireless
- Wi-Fi, Wi-Max, Mesh Networks
- Subscription, Pre-paid, Amenity
- Private Enterprise WLANs
- Ad Supported Hot Spot Networks
- Computer Centers
- Internet Cafes, Game Centers, Libraries, Schools, Community Centers
- Self Service Kiosk Networks
- Multiple Units in Multiple Locations
- HSIA for Hospitality and Lodging
- Business Centers
- Printing, Fax and Scanning
- Bill Payment
- Digital Signage
- VoIP
- IPTV

VersiWorks solution offers unparalleled performance and value

- More than an OSS
- Latest industry accepted and market proven technologies
- Reliable innovative engineering
- Single hot spot to wide area coverage
- Support for wired as well as wireless devices
- Bandwidth allocation and management
- Content filtering and intrusion protection
- Flexible, variable and conditional price plans and payment options
- Combination of amenity and subscription options
- Optimum user experience – coverage, bandwidth, options and customer care
- Roaming and Cross Database Authentication
- Dependable Hardware
- Cost effective, competitive pricing

VersiWorks. Overview of Features and Functionality

Platform Configuration

- Remote Controller and Access Point management, configuration and monitoring
- Hierarchy structure to allow multiple groups or franchises
- Create various account types from single session to subscription membership
- Create a range of plans and bundled services
- Customizable user splash screens
- Configure costs and parameters for additional services (print, scan, fax, etc.)
- User type access privileges
- Software interaction based on SOAP/XML
- QoS - Traffic priority determined by plan type
- Configurable gateway processor
- Members activated on site-by-site basis

Controller Management

- Bandwidth shaping
- Monitor AP status via SNMP
- Payment processing (cash, credit, debit)
- RADIUS authentication
- Multi-vendor hardware control
- Access control
- Authentication
- Configuration
- Provisioning
- Roaming
- WISPr Compliant

Payment and Billing Options

- Major credit cards
- Postpaid (recurring) accounts
- Prepaid accounts
- Prepaid top-up while logged in
- Tiered plans
- Time or data limit, which ever comes first
- Time used
- Time/Data/Dollar equivalency calculation
- Variable - Bandwidth
- Variable - Day of week
- Variable - Promotions and discount
- Volume discounts

Online Web Payment Capability

Accessible from wired clients
Accessible from Wi-Fi pre-login
Shopping cart style options

Security and Disaster Recovery

- Production and redundant data centers
- Fail over system for uninterrupted operation
- Meets new PCI compliance requirements
- All traffic HTTPS secured

Technical Support Help Desk

- 24/7
- Email Alerts

Web-based Access and Tools

- WISP and end user portals
- Accessed by user id/login information
- Billing history
- HTTPS secured
- Live chat customer support
- Modify account type, add/remove services. Close/reopen account
- Personal information maintenance
- Usage history

Interoperability

Print, scan and fax

Wi-Fi enabled device validation

Comprehensive Reporting

- Real time
- Full range of financial, sales and usage reports available:
 - Account Type
 - Client Partition
 - User
 - Venue
 - Summaries
- Custom reports available

Advertising and Promotion

- Ad placement by venue, region, franchise
- Multiple, secure walled gardens
- Reporting - Ad views and clicks

VersiWorks Platform.



Customer Care

- VersiWorks Admin Console
- Web Access
- User Accounts
- Transactions and Refunds
- Monitoring
- Tech Support
- Reporting
- Other NOC Tools

VersiWorks Administration

- OSS and Network Management**
- VersiWorks Admin Console
 - Web Access
 - Device Configuration
 - System Support
 - Plans, Pricing, Promotion
 - Authentication, Billing
 - Remote Real-time Monitoring
 - Comprehensive Reporting

IP Device Support

- Unified Platform
- Wired and Wireless Networks
- Share Devices
- Create Bundles and Packages

Customer Portal

- Plan Choice and Flexibility
- Purchase Plans
- Personal Account Access
- On-line File Storage
- Add Services and Features
- Easy to Use Templates
- Custom Branded Experience

The VersiWorks database is the heart of the platform.

As a VersiWorks SaaS Partner, your customer records and system data are distinctly yours. Your database and records are not combined with those of any other client.

- Your database is hosted in our secure Tier 2 rated data center.
- Failover systems and database replication protect your business data.
- Rigorous and regularly scheduled testing of all security and recovery procedures insure full business continuity.

VersiWorks Controller Software

While compatible with leading industry controllers such as the HP ProCurve, VersiWorks can create more revenue opportunities for your network through the use of VersiWorks controllers.

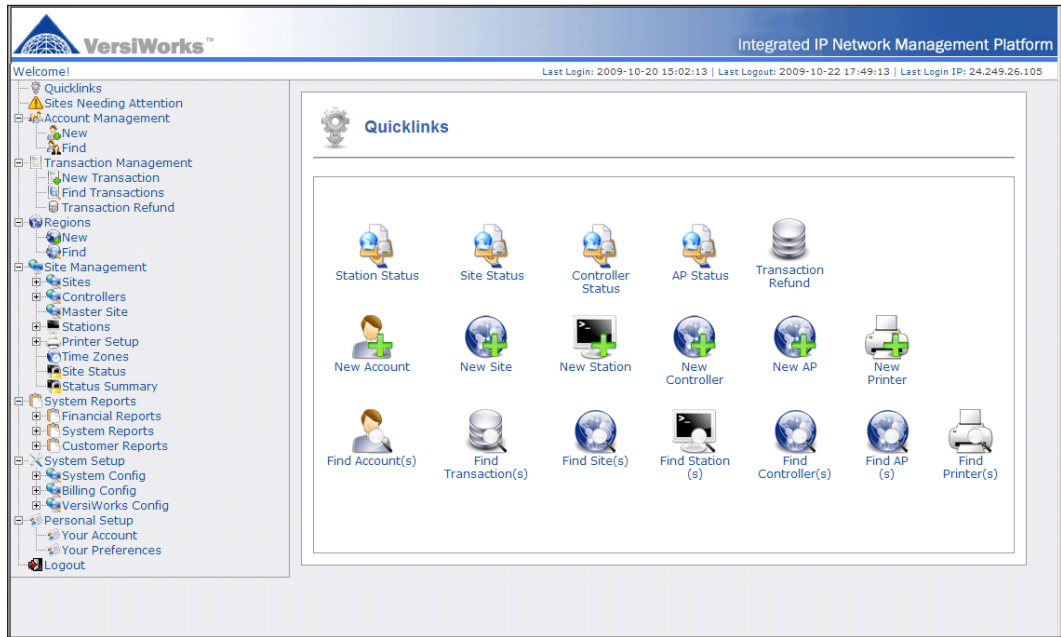
These network devices add capabilities such as printing, integration with wired networks and desktop PCs or Kiosks, cash acceptance, prepaid cards and more..

Long term commitment.

We are committed to the VersiWorks platform and will continue to invest resources in continuous improvements and the development of enhancements to the platform, software and controller hardware.

Because businesses that run on the VersiWorks platform have unique and special needs, We will work closely with you to configure our system and provide customized options.

Sample Screen from VersiWorks Administration Console



Experienced Development Team

The VersiWorks development team has extensive experience in software development and operations for one of the leaders in the Internet based cash bill payment market.

Our knowledge of network security and the strict requirements for processing financial transactions, both cash and credit, over the public Internet is comprehensive.

About RESOLUTE Partners

RESOLUTE Partners is the leading provider of public Internet access and recreational computing services in the U.S. military community. Serving our military customers since 1997, we pioneered the delivery of public Internet services for service members.

RESOLUTE also delivers end-to-end, turnkey managed desktop and Wi-Fi services solutions to clients including bandwidth circuits, network equipment and end-user hardware.

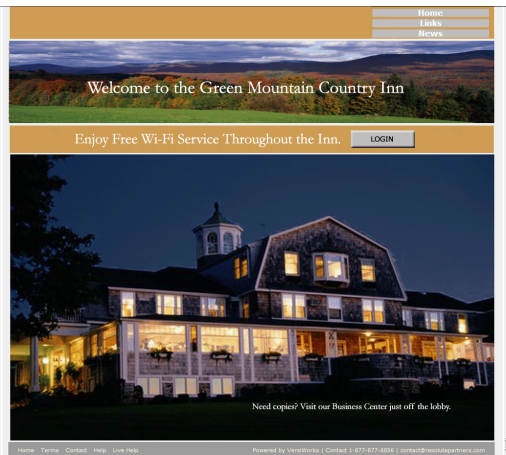
RESOLUTE offers both pay-to-use and amenity (free) services managed using the VersiWorks SaaS for configuration, authentication, monitoring, reporting and billing. The company's 24/7 call center supports the unique needs of military users.

The company operates CZee Cyber-Zone Internet game centers and Wi-Fi networks for the EXCHANGE (Army Air Force Exchange Service), the U.S. Marine Corps, the U.S. Navy and the Coast Guard on installations around the world.

Sample Customer Portal Template



Fully Customizable Portal



Learn more about how VersiWorks can enhance your business.
 Request an online demonstration.
 Contact the VersiWorks Sales Team at 860-628-6800.

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