



## OPALIS SOFTWARE REPORTS 97% LICENSE REVENUE GROWTH

### *Growth fueled across industries with new customer acquisitions and expansion in existing accounts*

TORONTO, Canada, August 6, 2009 – Opalis Software Inc., the privately held market leader in IT process automation, today announced record performance for the quarter ending June 30, 2009. Opalis increased net license revenue 97% in year over year comparisons and had the highest quarterly revenue in its history. During the quarter, multiple customers like Dow Chemical and Fujitsu Services participated in press releases and joint activities with Opalis including a presentation at Gartner’s Infrastructure Operations Management Conference in Orlando. Opalis also announced new solutions for virtual service management with Microsoft and cloud computing with Amazon, while helping current customers move incident response, change management and data migration processes into production.

“This has been another outstanding quarter for Opalis as we saw an increase in demand for our solutions from both new and existing customers,” said Todd DeLaughter, President and CEO of Opalis Software. “Our customers continue to place high value in our ability to reduce cost and risk through IT process automation across the heterogeneous tool silos that exist in every data center” continued Mr. DeLaughter.

#### **Key Global Deals**

- U.S. based **global outsourcer** with revenue of \$16.74 billion chose Opalis automation over BMC, CA, HP and VMware vCenter Lifecycle Manager for service desk interoperability, change management and self service provisioning.
- Europe’s third largest **telecommunications** provider with over 159 million customers and over €53.5 billion in revenue chose Opalis to automate green IT, virtual service management and change management by orchestrating HP, VMware and Service-Now.com.
- A New York based **investment management** firm with over \$11 billion in assets became a customer when it licensed Opalis to reconcile audited trade data from their loan desk and their brokers.
- A New York based leader in **online search** and advertiser content, which is recognized as the fastest growing internet property in the United States expanded their Opalis implementation to automate management of remote desktops and enhance incident remediation capabilities.
- A Netherlands based global **transportation and distribution** company, serving over 200 countries with €11.1 billion in revenue, upgraded its BMC BladeLogic OEM license of Opalis to a full use license to monitor service desks and orchestrate BladeLogic remediation.
- A Queensland Australia owned **electric utilities** company valued at over \$4.6 billion, placed a follow on order with Opalis to automate change management processes.

## Customer News - Opalis customers continue to celebrate success with Opalis

- [Dow Chemical Positions Opalis Automation As Pragmatic Starting Point in Cloud Journey](#)  
Charles Crouchman, Opalis CTO and Seneca Louck, Dow Chemical Enterprise Architect presented at Gartner's IOM conference June 24 in Orlando. Seneca's presentation highlights how Dow reduced operational costs by 30%, improved MTTR (mean time to repair) and met SLAs by using Opalis to integrate event management and service desk systems and automate incident remediation processes.
- [Fujitsu Services and Opalis Achieve Breakthrough Production Capabilities](#)  
*"Opalis unlocks the potential of Business Service Management by automating the overarching business services we deliver to our customers. Opalis reduced operational expense while improving the consistency of our service delivery. We were able to integrate, orchestrate and automate the processes that cross the task silos. The support and commitment from the Opalis team has been exemplary. "*
- [Netherlands Bank Automates Migration](#)  
This global financial institution chose Opalis to merge multiple customer systems acquired through acquisitions, and execute a massive parallel processing project that ran 3.5 million automation tasks daily, while producing a record conversion error rate well below 1% versus a manual record conversion error rate of 35%.
- [National Building Materials Company Automates the Heart of Their Business](#)  
Opalis has provided cost savings for this \$1+ billion privately held construction materials business for several years. They're also an IT leader, recognized by CIO magazine for their technology initiatives. Opalis is used for a broad set of requirements including monitoring services in Microsoft Operations Manager, automated restart, data warehouse loading, provisioning decision support systems, EDI process Management and they expect to use Opalis to monitor and adjust the loading of VMs to ensure peak performance. *"Opalis allowed us to retain tribal knowledge", said the Architect. "We now have fewer people and still get all of the work done on time, without errors". Opalis is capable, flexible, and easy to use. "If I can imagine it and I can break it into steps, I can do it with Opalis" said the architect.*

### About Opalis Software Inc.

Opalis Software Inc. is the market leader in IT process automation software with some of the largest customers in the world, including Accenture, VMware, Fujitsu Services, Computacenter, Toyota, Blue Cross Blue Shield, Dow Chemical, Yellowbook, Chico's, British Telecom, Bank of New York, and Woolworths. Opalis provides comprehensive IT process automation solutions for global managed service providers and large enterprises. With Opalis customers integrate, orchestrate, and automate IT processes across physical, virtual and cloud infrastructure and improve service delivery while reducing costs.

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