

**eRoom.net<sup>®</sup> 5.0**

## **Reviewer's Guide**

**Supplement to  
eRoom 5.0 Reviewer's Guide**



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**eRoom 5.0.net Reviewer's Guide**  
**(Supplement to eRoom 5.0 Reviewer's Guide)**  
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## Important Note to Reviewers

Thank you for reviewing eRoom.net 5.0 from eRoom Technology, Inc. Your interest in our company and products is greatly appreciated.

The eRoom.net 5.0 Reviewer's Guide is designed to give you an overview of eRoom.net, its target market, and market positioning. This guide covers features and functionality specific to eRoom.net. For more information on features and functionality common with eRoom, please refer to the eRoom 5.0 Reviewer's Guide accompanying this supplement.

*This document covers the latest release of eRoom.net, which can be found at <http://www.eroom.net>.*

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## What is eRoom.net?

eRoom.net is a new offering from eRoom Technology that provides the capabilities of the eRoom Digital Workplace direct to companies as a hosted service. The eRoom product provides a digital workplace for the extended enterprise, allowing organizations to quickly assemble a project team wherever people are located and manage the collaborative activities that support their complex and rapidly-changing business projects and processes. In general, the choice between eRoom and eRoom.net is one of infrastructure, and not one of feature/functionality. Because the feature set remains nearly identical between both products, companies using eRoom.net tend to make that decision based on deployment option – hosted versus in-house.

Over the past year, customers have increasingly asked eRoom Technology for a hosted collaboration service in order to:

1. **Increase their speed of implementation;**
2. **Take on the responsibility for application reliability, security and scalability; and**
3. **Provide updated tools to help project teams work more efficiently.**

Traditional software purchases require additional expenditures on hardware, data center space rental and IT resources. Software as a service eliminates these requirements and provides a fast path to start the first - or the 1,001<sup>st</sup> - project. eRoom.net scales with a company and is being used today by many Fortune 500 customers.

As projects extend beyond the enterprise, companies are increasingly confronted with the necessity of offering a digital workplace beyond their corporate boundaries. With expansion outside the corporate firewall comes strict requirements for security and reliability. eRoom Technology has partnered with the leading ASP, USInternetworking, to offer eRoom.net to our corporate enterprise customers.

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## Market Positioning and Competition

Fast-paced, rapidly-changing global competition requires companies to collaborate on business processes within their organizations and with their customers, suppliers, and other business partners, wherever they are located. These business processes have become increasingly varied, complex, and difficult to manage. This is due in part to the increased pace of global competition, increased outsourcing, rapidly changing customer requirements, heightened demand for more highly-customized products, and significantly shortened product life cycles.

These business processes require a broad range of collaborative activities among the members of the extended enterprise seeking to achieve their business objectives. As companies increasingly use outside parties to perform services for them, they seek an efficient way to support the collaboration necessary to manage business processes among the members of the extended enterprise. The challenge is getting tougher for companies as teams become more dispersed and the need to get more work done faster becomes the norm.

Our product, the eRoom Digital Workplace, is designed with this kind of work in mind. Over 450 enterprise companies are using an eRoom workplace for the collaborative aspects of developing and bringing new products and services to market.

eRoom.net is a high-end offering targeted at corporations and businesses of all sizes. The product is designed to grow with a company's needs, while remaining competitively priced and easy to use. eRoom.net is often compared to Lotus QuickPlace's Hosted Service offering. While there are some similarities, eRoom is a better solution for projects that span multiple departments and companies. eRoom offers the flexibility and extensibility to enable people to create their own workplace structure, organization, and scales much better for large amounts of project content.

eRoom.net meets the needs of businesses and individuals who want a hosted version of our popular eRoom software. With this hosted offering a company can quickly setup and use eRooms, without the hassle, headache or overhead of additional hardware, data center space rental, or IT resources. eRoom.net provides customers with a guaranteed high level of service and support – and access to one of the most complete collaborative tools available on the market today.

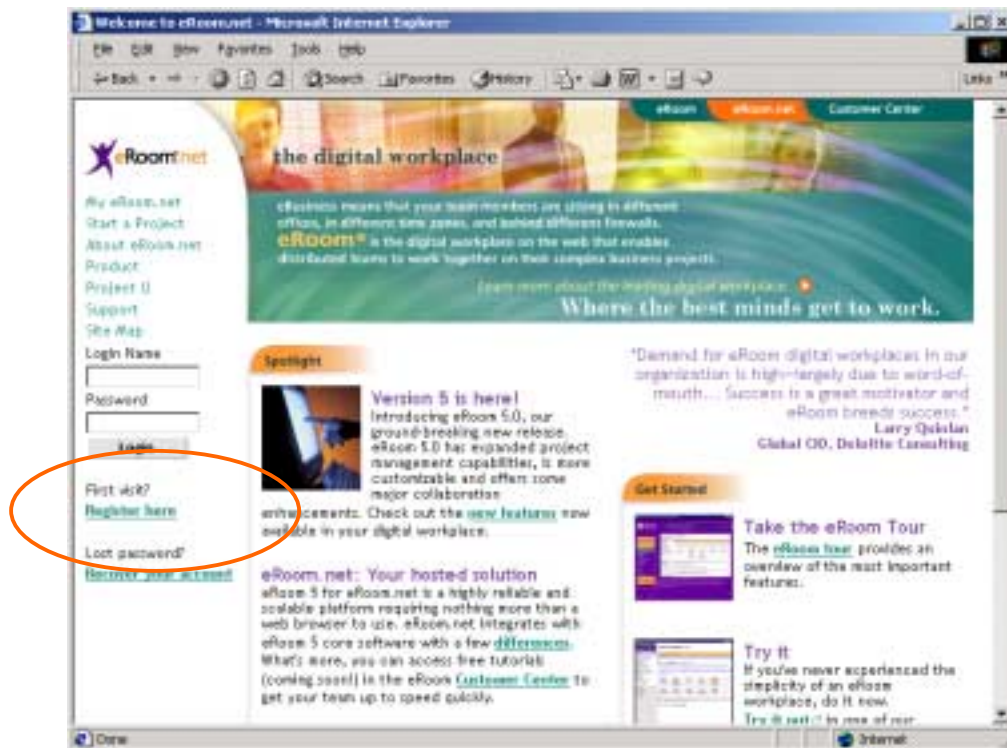
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## Using eRoom.net

Creating an eRoom with eRoom.net is as simple as navigating to a Web address, and takes less than five minutes. eRoom.net provides the complete digital workplace with a rock-solid 99% service level agreement (SLA).

### Create an Account

1. Navigate to <http://www.eroom.net>
2. Click [Register here](#) as shown in the orange circle below to the left.



3. Fill in the registration form. All items marked with an orange asterisk are required.

The screenshot shows a web browser window titled "eRoom.net - Registration - Microsoft Internet Explorer". The address bar shows "http://www.eroom.net/Registration.aspx". The page has a header with the eRoom.net logo and the tagline "the digital workplace". A navigation menu on the left includes links like "My eRoom.net", "Start a Project", "About eRoom.net", "Product", "Project 11", "Support", and "Site Map". The main content area is titled "Registration" and contains a form with the following fields and instructions:

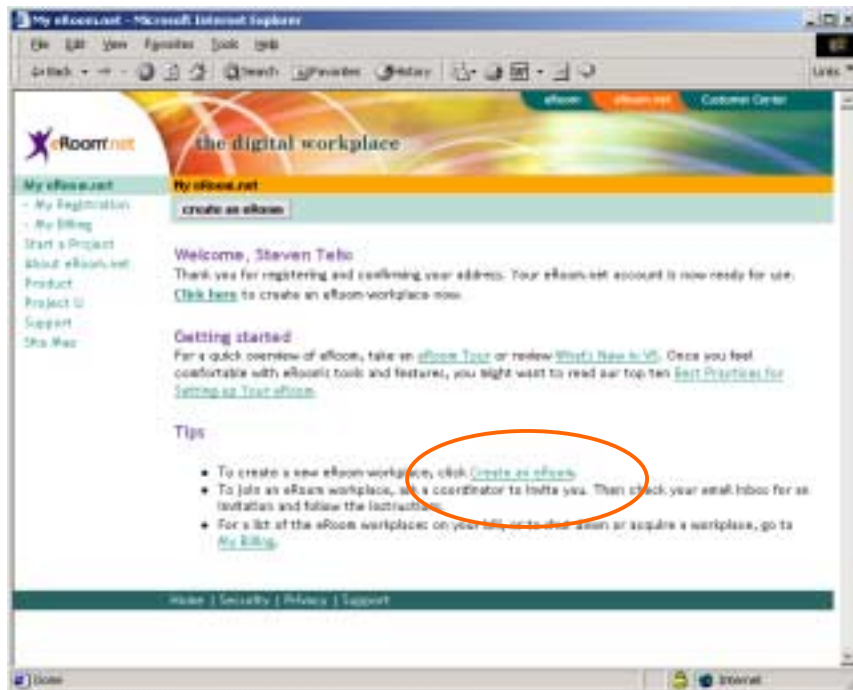
- Welcome to eRoom.net registration.** Please read the [eRoom.net Registration Agreement](#) before filling in this form. You may also review our [Terms Of Use](#), [Privacy policy](#), [Security policy](#) and [FAQ](#).
- First Name\***: Text box containing "Steven".
- Middle Name**: Text box (empty).
- Last Name\***: Text box containing "Tello".
- Enter your email address so eRoom.net can verify your account and send you a confirmation message.**
- Email address\***: Text box containing "stello@eroom.com". Below this is a checkbox labeled "Please send me the eRoom newsletter and periodic eRoom.net member bulletin." which is checked.
- Enter a unique login name and password for your eRoom.net account.**
- Login Name\***: Text box containing "stello".
- Password\***: Text box (empty). To the right is a note: "(must contain at least 8 characters)".
- Confirm Password\***: Text box (empty).
- Choose a personal question and enter an answer you can easily remember, to help eRoom.net Support**: This section is partially visible at the bottom.

4. Once you have completed the registration form, you will receive a confirmation email. Follow the instructions in the email to confirm your account settings.

Please note: If you would like us to set up an account for you, please contact Chris Barclay of eRoom Technology, Inc.

## Create an eRoom

1. On the My eRoom.net page (as seen below), click Create an eRoom to launch the eRoom creation wizard.



2. Follow the instructions. Choose a name for your eRoom. You may also change the organization name for this eRoom.
3. Select an ePractice. ePractices are eRoom templates that are starting points to get room creators going. They include content and process that enable the team to get going faster and use eRoom more effectively.
4. You may choose to add an optional password to this eRoom for greater security.
5. When asked for payment information, choose the Startup Plan. Select Credit Card, and fill out the billing information. (Please use the following credit card information: Visa, CC#: 4111111111111111 (“4” followed by 15 “1”s), expiration date: 02/01. You will therefore not incur any charges.) Note that the payment options are explained in more detail later in this document, or you can click on the pop-up help links within eRoom.net.
6. Review your information, and edit it as appropriate. When satisfied that the information is correct, submit the form. Your eRoom will now be created.
7. Enter your eRoom from the My eRoom.net page by selecting the eRoom you just created.
8. You’re now in your eRoom. Add members or content as described in the “Using eRoom” section in the eRoom 5.0 Reviewer’s Guide.

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## Differences between eRoom and eRoom.net

While much of the core functionality is the same in eRoom and eRoom.net, there are some differences between the two products to support the hosted model. In general, the choice between eRoom and eRoom.net is one of infrastructure, and not one of feature/functionality. Because the feature set remains nearly identical, companies using eRoom.net tend to make that decision based on deployment option – hosted versus in-house.

### Account and Room Management

- The My eRoom.net page serves as a convenient navigation point to all of your eRooms. You can also create additional eRooms from this page.
- The My Registration page provides an overview of your registration settings. This is where you can change your password or plug-in preferences, for example.
- If you have payment responsibility for eRoom.net eRooms, the My Billing page provides the current status of your account, including the eRooms you are responsible for, recent billing activity to your account, and any outstanding charges you may have. You can also update your billing information, including the type of payment plan.

### Functionality

eRoom.net provides the same end-user functionality as eRoom 5.0 with the exception of the Inbox feature which we plan as a value-added offering in a future release.

eRoom.net's integrated Web conferencing, allows members to have a Web conference in which they may share the applications on their desktops with other members; this service will continue to be enhanced for a value-added offering in a future release.

eRoom.net has added several capabilities on the server side, including:

- Monitoring to ensure continuous availability and high security
- Provisioning to ensure scalability and performance

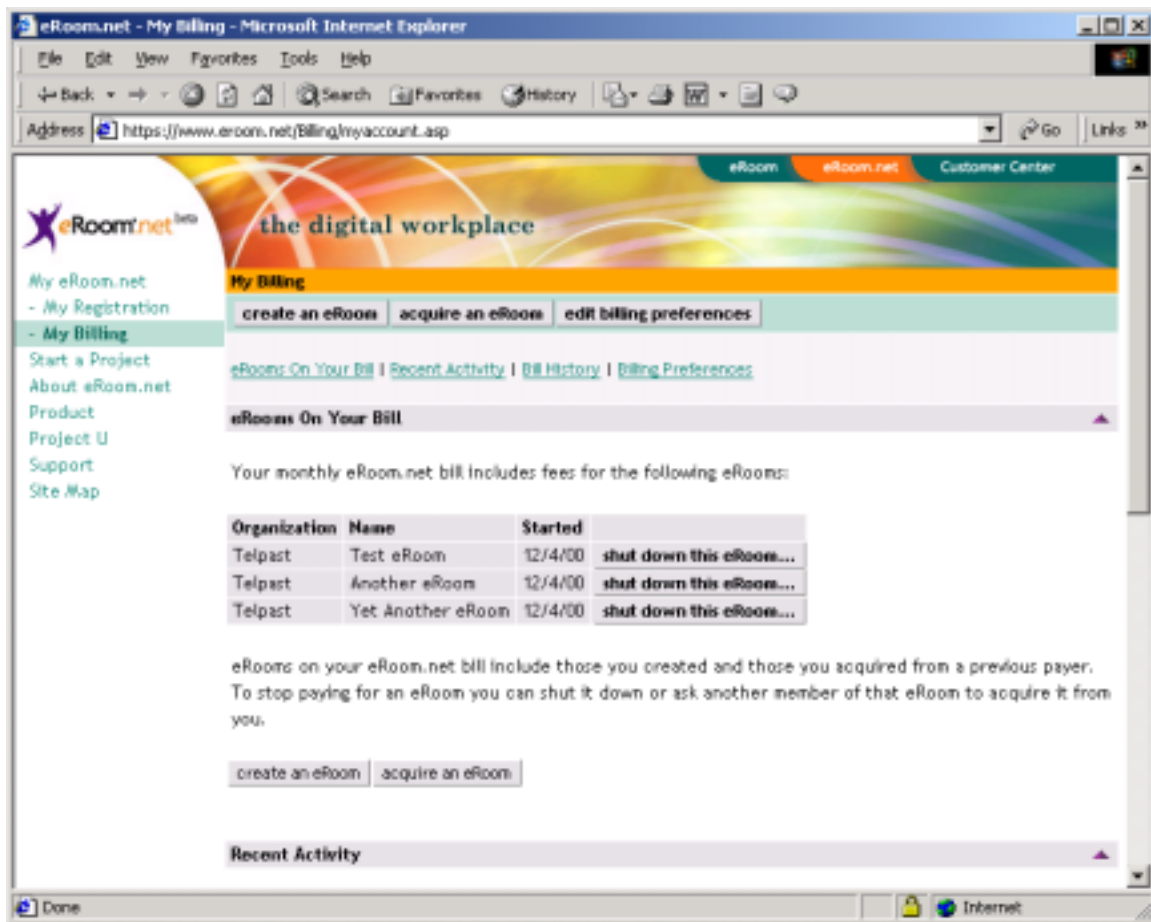
### Content

One of the most significant features on eRoom.net is the project content, which helps users get up to speed faster and enables coordinators to leverage best practices from industry leaders.

- ePractices are eRoom templates that include content and process. These include co-branded templates that are developed by leaders in a particular field.
- ePulse is the monthly Web 'zine published by eRoom.net that provides commentary by noted industry pundits such as David Weinberger.
- ProjectU includes many best practices guides and whitepapers.



## Pricing



Currently eRoom.net has two payment plans, differing by length of commitment, number of eRooms that can be created, payment options, and price structure.

### Start-Up

The Start-Up plan lets new users get started with eRoom.net with no fuss and no commitment. The service must be paid for using a credit card, but Start-Up customers pay only for what they use and are never under any obligation to continue paying for eRoom.net services. However, Start-Up customers do pay slightly higher per-eRoom rates than Department customers, and may pay for no more than five eRooms at a time. To get the lower rates, or create more eRooms, they must upgrade to the Department plan (which they can do at any time).

### Department

The Department plan is designed for repeat customers or department managers responsible for several projects. In exchange for lower monthly eRoom fees, Department customers must agree to a minimum time commitment and minimum monthly payment, which can be made either *via* company credit card or purchase order. Comparable to a contract for phone service, the minimum monthly payment covers the initial monthly fees and usage. Any monthly fees or usage above the minimum are added to the monthly bill.

Customers may upgrade from the Start-Up plan to the Department plan at any time. Switching from Department to Start-Up is not permitted.

More information about billing rates and policies may be found at <http://www.eroom.net/eRoomNet/about/rates.asp>.

### **Browser-only vs. Plug-in mode / My eRooms**

As with eRoom, eRoom.net allows the user to choose whether they prefer to run in browser-only mode or install the eRoom plug-in. In addition to the other features provided with the eRoom plug-in, eRoom.net users running the plug-in will have access to My eRooms, a portal-like page displaying your most commonly accessed eRooms. My eRooms will display eRooms from both eRoom.net and the licensed version of eRoom.

## **System Requirements**

System requirements are as noted in the eRoom 5.0 Reviewer's Guide. Only the "Client" requirements are relevant to using eRoom.net.

	Client
Hardware	<p>For browser-only access, system requirements are that of the browser itself. Please verify that your hardware meets the minimum requirements specified by the browser manufacturer.</p> <p>For Browser access with the plug-in: 166 MHz Pentium (133 MHz Pentium minimum) 48 MB RAM (32 MB minimum) 4 MB free disk space</p>
Software	<p>Windows 95 (with Service Pack 1 or 2), Windows 98 or NT 4.0 (with Service Pack 4 or higher) Windows 2000. Macintosh 8.1 or higher Solaris 5.7 or higher HP-UX 10.20 or higher</p> <p>Netscape Navigator/Communicator 4.08 or 4.6 and 4.7. Microsoft Internet Explorer 5.0 or higher</p>

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## About eRoom Technology, Inc.

eRoom Technology, Inc., is a leading provider of Internet-based software and services for collaboration among an organization's extended enterprise of employees, customers, suppliers, and other partners. The company's eRoom product provides a digital workplace for business, allowing organizations to quickly assemble a project team wherever people are located and manage the collaborative activities that support their complex and rapidly-changing business projects and processes. Customers use eRoom digital workplaces to help get products to market faster, drive down production costs, enhance customer relationships, and improve the work products that drive their businesses. The eRoom solution is used by more than 450 companies such as A.T. Kearney, Bausch & Lomb, Compaq, Deloitte Consulting, EDS, Ford Motor Company, Hewlett-Packard, Ketchum, KPMG, Pfizer, Siemens, Solectron, Towers Perrin, and Verizon.

eRoom Technology was co-founded by President and CEO Jeffrey Beir and Senior Vice President and CTO Pito Salas in 1996. Both are well-known veterans of the software industry with an established track record of success in the electronic business collaboration market. eRoom Technology has successfully completed four rounds of funding, and is currently backed by prominent investors including Ford Motor Company, Brinson Partners, Haebler Capital, Matrix Partners, North Bridge Venture Partners, New Enterprise Associates, Atlas Venture, HarbourVest Partners, Essex Investments, Credit Suisse First Boston, and Dain Raucher Wessels. eRoom Technology is privately held, and is based in Cambridge, Mass.

More information about eRoom Technology and its product offerings can be found at the company's Web site, [www.eroom.com](http://www.eroom.com).

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