

FocalPoint 40 Profile: XcelleNet

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XcelleNet Summary

XcelleNet's management solution helps businesses to manage and handle information and applications at the various sites at which business takes place. For more than 14 years, XcelleNet has been responding to the complex nature and challenges of distributed systems that run over a variety of networks in diverse operating environments.

XcelleNet Offerings

XcelleNet's products aim to increase productivity, efficiency, reliability, and ultimately customer service, by optimizing the flow and control of data. Solutions enable secure delivery of information from mission-critical applications to various fixed remote locations. Using the company's flagship product, RemoteWare®, enterprises can perform key systems management tasks from a central site in order to monitor the operation, connections, and data transfers at branch offices, stores and restaurants. Connection points span any device or unit of equipment, from unattended kiosks and ATMs to public access terminals. XcelleNet has addressed the mobile and wireless environment, offering Afaria™, a solution designed to enable mission-critical applications and data on mobile devices such as laptops, PocketPCs, Palm Handhelds, RIM BlackBerrys, and Symbian smart phones. Beyond its software solutions, the company offers a suite of services, including training, implementation, customization, consulting, and support.

XcelleNet Differentiation

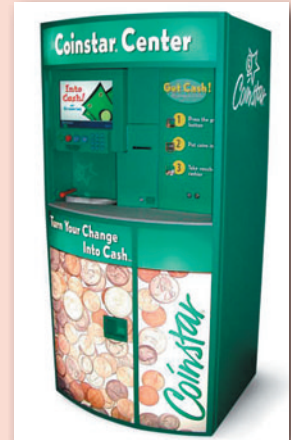
XcelleNet solutions strive to increase productivity and reduce the total cost of system ownership in a variety of ways. XcelleNet software protects current technology investments while streamlining processes with new technology, and is able to deploy and maintain complex devices without adding new administrative resources and costs. XcelleNet provides assistance in devising expansion plans that utilize and optimize current technology to keep costs down. Users benefit continually from the capability to access accurate information reflecting changes in market, customer demand, or availability.

Coinstar

Case Study

XcelleNet's RemoteWare solution has enabled Coinstar, a company that operates over 11,000 coin-counting kiosks, to streamline data collection and remote communication. Each Coinstar machine relies on a complex system of hardware and software to physically count coins, tally the total, present the user with a receipt (for cashing), record data, and communicate with headquarters.

The machine's software includes a proprietary Coinstar application, the core system responsible for the counting. Originally, Coinstar was using a Unix-based program – that frequently broke down – to manage its kiosks and transfer data. This left the staff manually initiating the data transfer and sorting through the errors. XcelleNet has worked alongside Coinstar to implement the RemoteWare software package, to transmit the data and information, and to carry out other business-critical processes between each of Coinstar's machines and headquarters. With RemoteWare, Coinstar can remotely gather data in minutes. Now, instead of losing revenue from downtime and inefficiency, the process is streamlined and automated to take daily performance readings from internal PCs and compile the aggregate data into centralized databases.



XcelleNet Markets

At present, more than 2,500 global customers are using XcelleNet products and services to manage critical applications and business data. Most notably, XcelleNet has developed solutions to address specific industries, including pharmaceutical, financial services, retail, hospitality, and food service. These industries manage millions of data points of mission-critical information, and rely on operating data from numerous remote locations. XcelleNet's solution helps these companies keep control of their devices in the field, laptops, tablets, handhelds, running sales data, payroll, human resources, and more. XcelleNet also works with reseller partners and hosted service providers to package the option of a device management solution as part of third-party complete mobile offering.

FocalPoint Perspective

XcelleNet is a proud company, with good reason. It has endured an acquisition by Sterling Commerce (now part of SBC Communications) followed shortly by a divestiture to become XcelleNet once more; all the while, being able to secure and maintain very strong partnerships with the likes of AT&T Wireless, Microsoft, HP, Siemens, and more. XcelleNet has made a name for itself by focusing on providing software for mobile information devices. XcelleNet is part of the FocalPoint 40 because it recognizes that soon much more than information devices will be enabled. It has begun making inroads into this M2M opportunity with both the RemoteWare and Afaria solutions. XcelleNet is positioned well and, as successful supply chain management begins to include visibility of all machines and enterprise assets, it will become one of the more influential innovators in this space.