



business intelligence... superior insight at the user level

Workforce Analytics:

CTH Technologies' BI module integrates user data to provide immediate reports and analysis. Therefore, management has more insight into their workforce performance thus enabling them to make better strategic decisions.

Application Performance

Benefits

- Real-time monitoring of application response times
- Delivers alerts on performance degradation
- Increases end-user productivity

Application Utilization

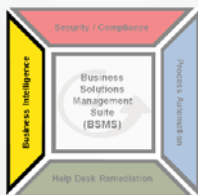
Benefits

- Decreases software license cost and maintenance fees through reconciliation
- Decrease risks regarding SW audit by comparing SW installed vs purchased vs actual usage

Behavioral Analytics

Benefits

- Compliance requirements safeguarding data
- Increase employee productivity and performance
- Streamlines employee reviews and appraisals
- Legal & HR have forensic reports on users



The Challenge

The combination of an increasingly complex world, the vast proliferation of data and the pressing need to stay one step ahead of the competition has sharpened the focus on using analytics within organizations. Knowing what happened is no longer adequate. Leaders say they need to know what is happening now, what is likely to happen next and what actions they should take. Some of their concerns are:

- Enhance Performance: understanding the "real" user experience, workflow and cycle times
- Gain Control: lack of timely information, inaccurate or inconsistent data
- Reduce Risk: management or regulatory and security compliance

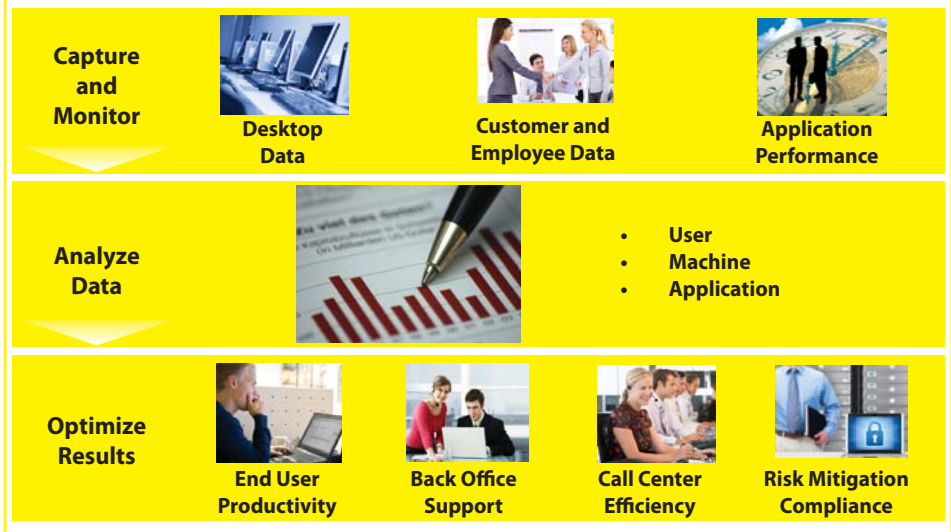
The Solution

CTH Technologies' IntelliCARE module is a comprehensive, easy to use workforce optimization software solution. The solution provides unprecedented visibility into performance operations, user behavior analytics, application performance and utilization data.

Additional benefits include:

- The ability to capture and analyze workforce data in a timely manner (remote & mobile workers)
- Understand the "true" user experience
- Create an end-to-end work view which can be used improve operational processes, workforce performance and productivity
- Streamline and improve the employee appraisal and review process
- Real-time monitoring enables management to make business decisions faster
- Effectively manage software license reconciliation and recovery

The CTH Technologies' Workforce Business Intelligence Analytics Model



application performance and utilization analytics

"We needed to strengthen and protect the performance and availability of our business-critical applications, we needed to observe and comprehend the actual user response times, in order to provide the appropriate support and insight necessary to fix the response problems within our mission critical applications."

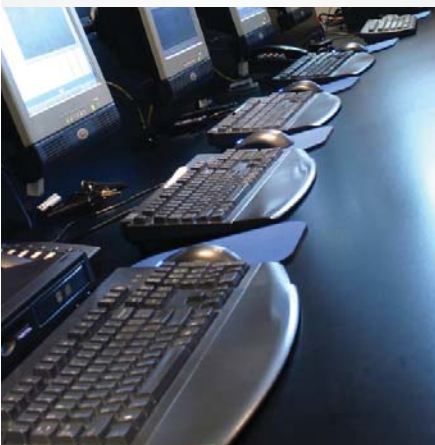
- Mark Hanfland
Chief Technology Officer
Vitalchek

"Monitoring the productivity of a group of data-entry personnel can be challenging. With the CTH Business Intelligence tool deployed we were able to capture the total number of keystrokes by each individual which allowed us to enhance worker efficiency and productivity."

- Renaldo Dixon
Executive Consultant
Credit Builders International

"In the mortgage lending industry the loan processors and underwriters are always under time constraints. The implementation of CTH Technologies BI Module allowed us to review detailed activity reports of our employees and gain insight into how they were utilizing their time."

- Thomas J. Taaffe
Chief Financial Officer
Universal Financial Group, Inc

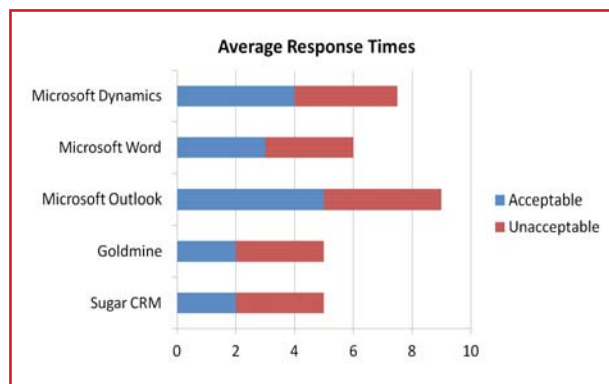


Application Performance Analytics

IntelliCARE provides the insight to what the user is experiencing when working on their desktop or laptop. The tool captures real-time performance information within mission critical applications so your support team can proactively monitor and manage performance alerts which will increase performance and productivity levels throughout your organization.

The Advantages

- Measure real-time application response times at user level and proactively set alerts based on performance thresholds
- Monitor and measure any application (web, java, etc)
- Set and maintain service-level agreements for business critical applications
- Track specific buttons, windows or screens within an application
- IT Support will receive real-time degradation alerts when response times are higher than assigned thresholds

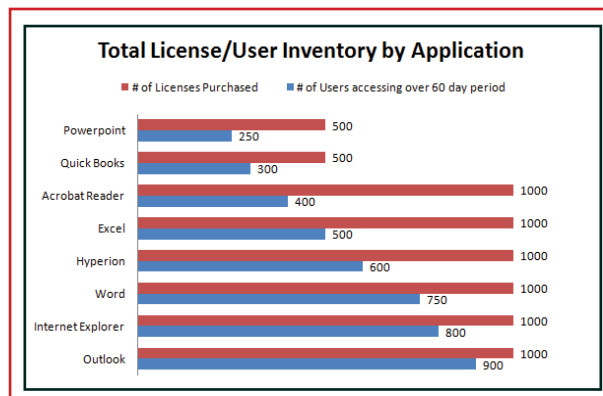


Application Utilization

Many organizations are facing Software Compliance Reviews on a regular basis. Whether its Microsoft or other software manufactures comparing how many licenses you have installed versus how many you actually have purchased. You now have the ability to create detailed reports of what is installed, the version, related serial numbers and usage information on every desktop, laptop and server throughout your enterprise.

The Advantages

- Report on software license tracking and entitlement
- Track software versions, patches and usage
- Enables software license reconciliation and recovery
- Save your organization thousands of dollars in unused licenses fees and support costs



user performance and productivity

Behavioral Analytics

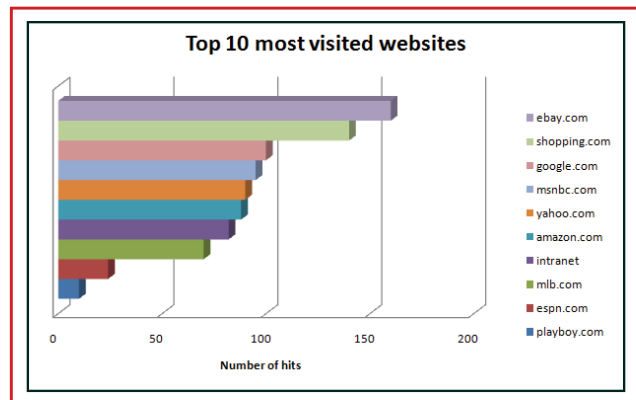
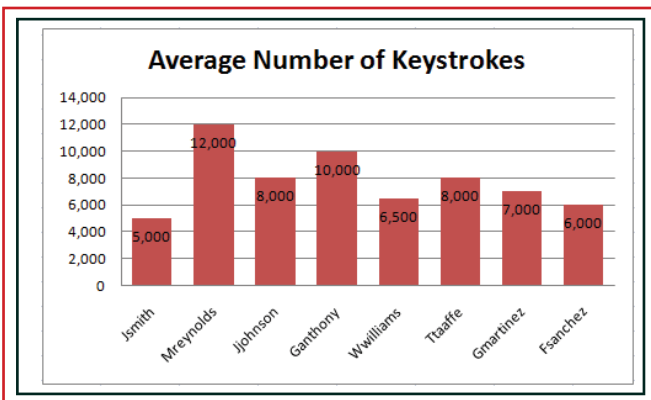
Understanding user actions while on their PC's or laptops will allow organizations the ability to better manage performance and productivity within their workforce, whether they are on-site or working remotely. The ability to have real-time reports capturing this vital information provides management the insight they need to make smart and swift decisions in running their organization. Due to customer feedback and demand, the CTH Technologies BI Tool has the ability to capture workforce productivity results within task oriented applications. Our automated batch reporting feature with our management console will deliver this information to any decision maker on a daily, weekly, or monthly basis.

The Advantages

- User time sheet - detailed employee activity
- Monitor websites visited
- Track number of keystrokes entered daily
- Batch reporting - daily, weekly, monthly
- Provides legal and HR forensics and activity reports
- Provides management reports for employee appraisal and reviews
- Differentiates between open time and active time within applications or windows
- Provides compliance information for safeguarding sensitive data

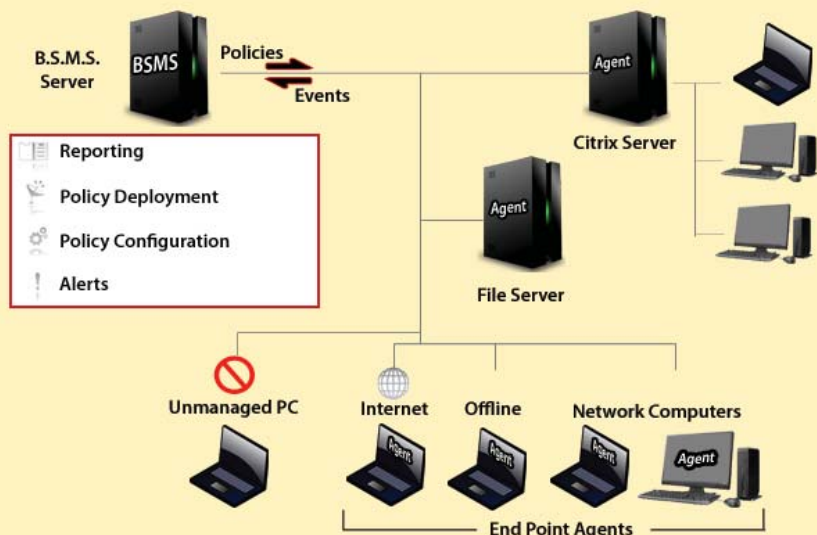
Daily User Activity Report							
Company: XYZ, Corp. User Selected: Tom Jones				Report Ran: Jun 22, 2011 Start Date: 06/21/2011 End Date: 06/21/2011			
User	Date	Time	Computer	Program	Open	Active	Caption
Tom Jones	6/21/2011	8:15am	Computer3	Lotus Notes	35	35	Lotus Notes
		8:50 am	Computer3	Internet Explorer	12	4	ESPN.com
		9:02 am	Computer3	Internet Explorer	3	3	Tribune.com
		9:05 am	Computer 3	Excel	55	45	Financials/Excel
		10:00 AM	Computer 3	Internet Explorer	30	20	ebay.com
		10:30 AM	Computer 3	Internet Explorer	25	25	stubhub.com
		10:55 AM	Computer 3	Internet Explorer	20	20	amazon.com
		11:15 AM	Computer 3	Internet Explorer	25	25	porncity.com
		11:40 AM	Computer 3	Excel	20	10	Balance Sht/Excel
		12:00 PM	Computer 3	Idle	60	0	
		1:00 PM	Computer 3	Microsoft Outlook	15	5	Outlook
		1:15PM	Computer 3	Powerpoint	45	25	Powerpoint
		2:00 PM	Computer 3	Microsoft Word	30	20	Word
		2:30 PM	Computer 3	Internet Explorer	30	20	nytimes.com
		3:00pm	Computer 3	Excel	45	30	Financials/Excel
		3:45 PM	Computer 3	Internet Explorer	30	25	Craigslist.com
							480

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B•S•M•S Architecture



Agent

The B-S-M-S Agent is installed on any desktop/laptop or server

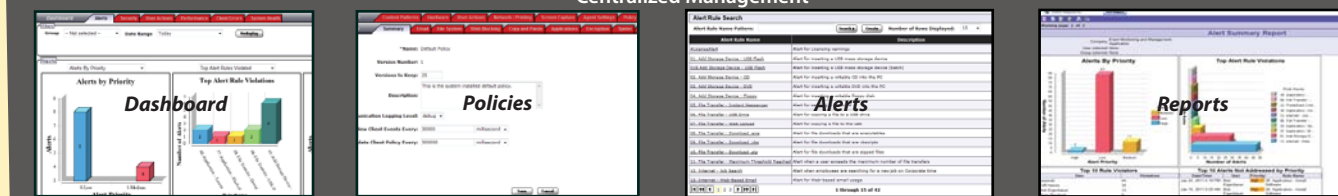
- Very small footprint (20mb hard drive space)
- Pulls down policies and pushes up events
- Hardened, tamper proof and can run in "stealth" mode

Server

The B-S-M-S Server is a Web-based application server and console that is the command center.

- Manages and monitors all B-S-M-S agents
- Captures, aggregates and stores all user activities
- Manages data security policies
- Scalable architecture for any enterprise

- Centralized Management -



IntelliCARE Technical Features

Application Response Time

- Track time in minutes and seconds (mm:ss) from;
 - » Start of application open until input
 - » Screen to screen user actions via;
 - Button
 - Link
 - Menu option
 - Shortcut key
- Custom screens and dialogs can be tracked
 - » Open
 - » Close
 - » URL Change
 - » Specified Class
- Java based applications can be tracked

Application Utilization

- Detailed inventory of deployed applications
- Application usage statistics

Behavioral Analytics

- Understand all websites visited
- Work Time vs. Active Time
 - » Work Time - Actually worked on application
 - » Active Time - How long application was open
- Tracks PC Idle time
- Tracks number of keystrokes

About CTH Technologies, Inc.

CTH Technologies now offers a unified Business Solutions Management platform that secures, simplifies and automates IT processes. It also improves decision making, provides performance analytics and integrates data workflows across all technology platforms. Security remains the lead focal point within our solution suite offering. Our technology provides Enterprise Information Protection solutions that enable sensitive customer, patient or company data to move securely within large enterprises or small businesses, greatly increasing collaboration, enabling business processes and meeting regulatory compliance requirements.