

eLiveEngine is a natural evolution of the successful Chat Server, Instant Messaging Server, Agent Server and Forum Server software, and has been developed to become the ultimate software platform that supports 12planet's creed:

**"One-to-One, One-to-Many", One-to-Planet Instant Communication anywhere".**

Whether in intranet/extranet or Internet environments, 12Planet's dedicated eLiveEngine addresses the demand for private and powerful instant messaging services and meets the need for community building which empower businesses to :

- o Increase productivity
- o Reduce operating costs
- o Improve work efficiency
- o Improve customer service
- o Drive traffic and generate advertising revenues
- o Build customer loyalty and awareness
- o Expand global reach
- o Address international customers in their own language and expand your global reach

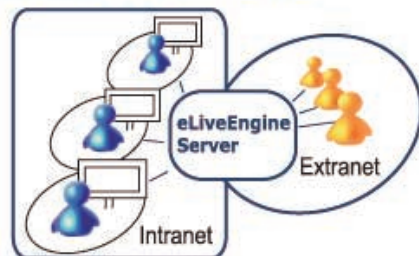
## The solution that suits corporate instant communication needs :

eLiveEngine embodies 12planet's new generation of instant communication server applications by offering a centralized platform for implementing instant communication services:

# eLiveEngine

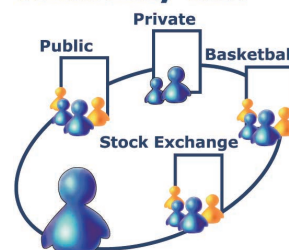
► Instant messaging with presence notification for secured collaborative work on private networks: one-to-one discussions, online conferencing, online meeting

### Instant Messaging



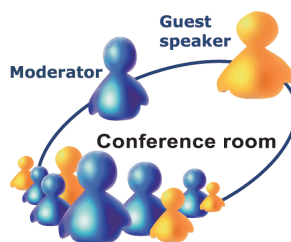
► Community chat and online meeting

### Community Chat

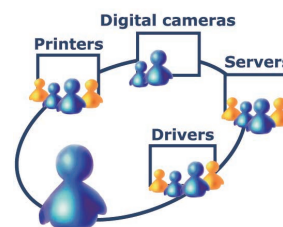


► Online conferences, net-events...

### Live net-event

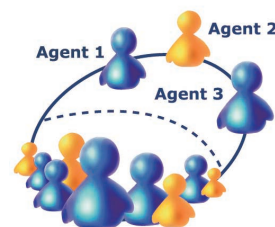


### Message Boards



► Message boarding

### Online assistance



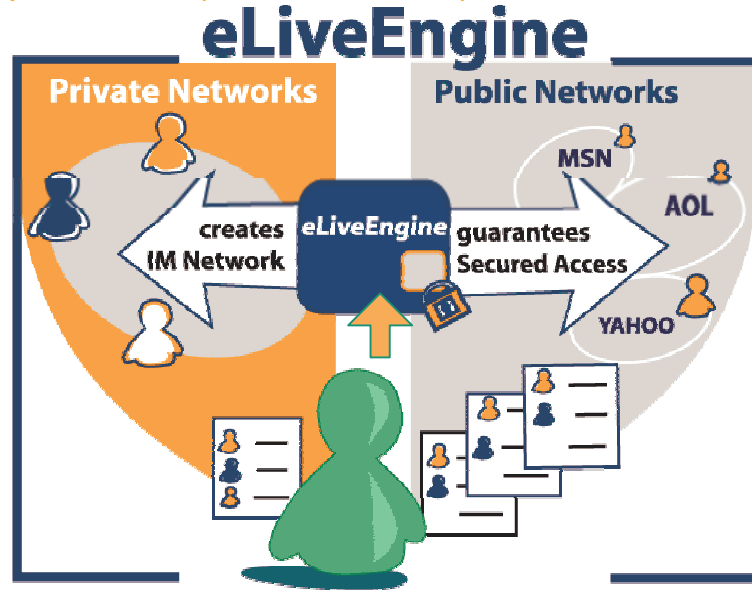
► live assistance (technical support, helpdesk, sales) or any unique service based on a unique instant communication e-application

A unified instant communication server platform

e  
L  
i  
v  
e  
E  
n  
g  
i  
n  
e

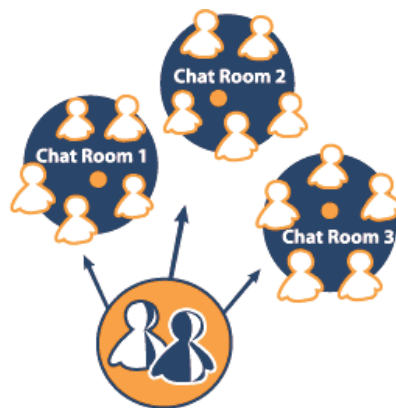
>> building full private corporate networks

>> using public networks (AOL, MSN and Yahoo!) with secured access

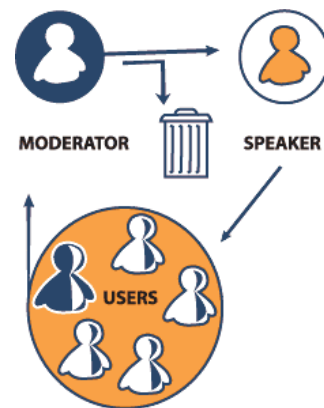


>> creating iRooms for online conference, community chat, net-events, message boards

Standard iRooms:



Moderated iRooms:



>> designing a custom instant communication application for unique services

Easy to install

Fully integrable on server side

Integration with any corporate information system

Corporate network integration

100% customisable on client side

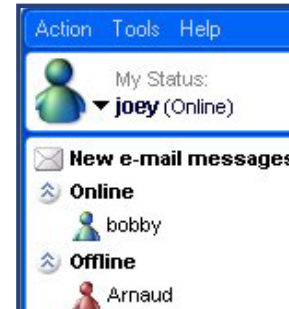
## The solution that meets all corporate requirements:

- Quick wizard based installation process
  - 100% Java based technology
  - Multiplatform support (Windows, Mac OS X, SUN Solaris, Linux, IBM, HP)
  - Integration into intranet or internet websites with a web wizard and HTML customizable graphical charter
  - Integration into SSL secured website (available in Version 3.2)
  - Mapping with any corporate directory: Microsoft's Active directory, LDAP and SQL directories or any standalone SQL database.
  - J2EE compliant for standalone use or with BEA Weblogic, IBM Websphere, SuniPlanet, Oracle Application Server
  - Servlet provided (which can be replaced by any other one)
  - JDBC databases compliant (mySQL, Oracle8i)
- 
- Log storing: any JDBC database or via API
  - Any custom instant communication requirement: Cf. Instant Communication Server SDK
- 
- Full support of corporate private network and VPN
  - Access able from end-user behind firewall, DMZ and proxy with pure HTTP protocol (available in Version 3.2)
- 
- Pure web access support and optional desktop applications:
  - 100% customizable applets to suit any graphical charter: adding logos and graphics for branding, applying different skins, defining your own icons.
  - Public Network Instant Messenger client configuration of SOCKS 4 server name in the desktop application
  - Customizable 12planet messenger client to suit any graphical charter integration (integration with Component Client Java Development Kit)

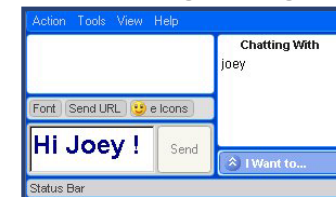
## INSTANT MESSAGING

private conversations online  
conferences & meetings

### 1 Who's online



### 2 Initiating dialog



### 3 Reply



### 4 Add someone to the conversation



### 5 Remove someone from the conversation

## Internationalization

- Multilingual support to suit international needs
- Translation options for end-users to communicate with people speaking a different language

## Easy to administrate

- 100% web based and centralized administration console for consulting and/or managing:
- server runtime properties
  - status reports
  - private and public instant messaging networks
  - iRooms
  - end-user accounts

## Security

- Secured access to administrator features
- Password protection of iRooms
- Full SSL support
- Message encryption for very security demanding applications (optional)
- Message filtering system per iRoom

## High performance & scalability

- Multithreaded architecture benefits from multiprocessor machine to support high load
- Multi-blocks deployment support allowing high scalability for the load support

## Enhanced user experience

- Quick login process
- Skins
- Text and emoticons
- Language translation option

## Deployment Flexibility Internationalization

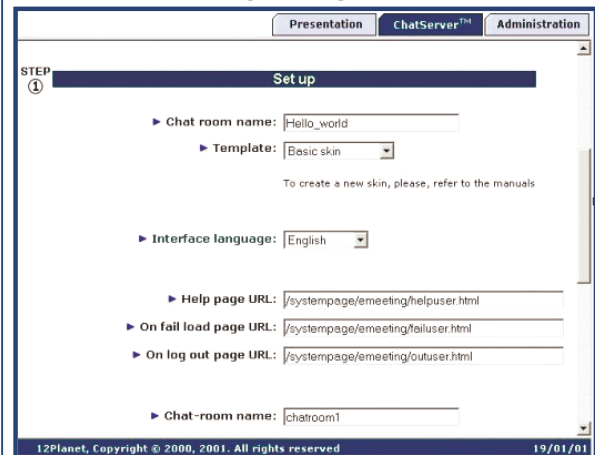
- Optional advanced modules for:
  - SMS connectivity (SDK)
  - Voice communication (SDK) + video-emailing solution?
  - Custom instant services (SDK): access directory, alerts, real-time translation, company news ...

## iROOMS & USERS MANAGEMENT

### 1 Administrator Login



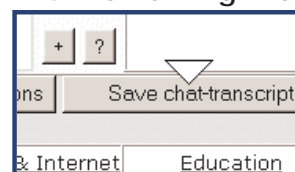
### 2 Integrating iRooms



### 3 Managing iRooms and users



### 4 Reviewing iRooms activities



eLiveEngine: solutions for all businesses

e-banking .....

e-learning .....

retail sales .....

ISP and telco .....

operators .....

media .....

entertainment .....

government .....

administration .....

recruitment .....

travel .....

etc... .....

e  
L  
i  
v  
e  
E  
n  
g  
i  
n  
e

Lehman Brothers

UCLA

Sony Music

France Telecom

Cable and Wireles

Alcatel

Toyota

US Army

AT&T

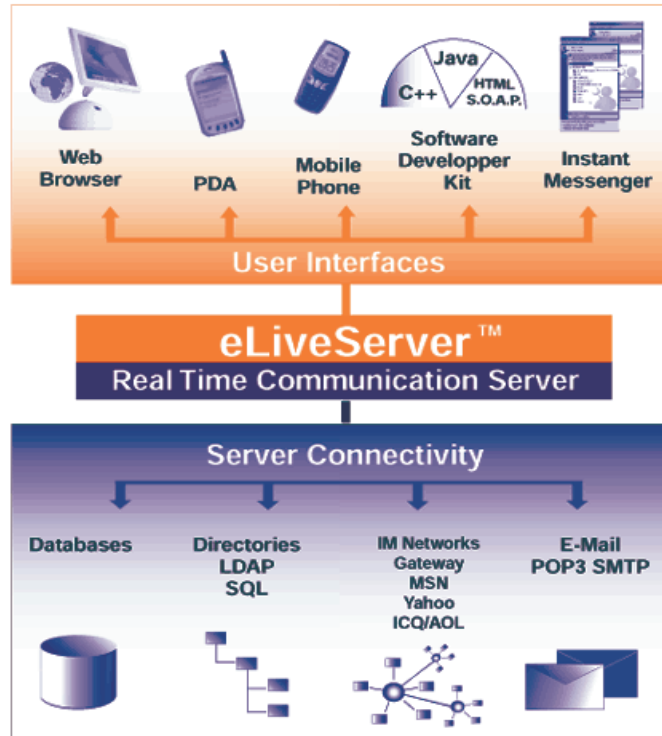
Accenture

Selftrade

IBM

## eLiveEngine Technology for all businesses: system components

Thanks to 12Planet software your project team will be able to create chat, forum, conference and instant messaging platforms based on 12Planet's technology™ which offers a core interactive function to third generation web sites, meets all integration requirements of professional projects and assure ROI and short-time-to-market.



### Evolutivity:

eLiveEngine provides Java APIs enabling developers to deploy iComlets i.e. to create and implement any instant communication application using the following core objects:

- **Network transport handlers** (socket, HTTP, etc)
- **Messages** (information object between client and server)
- **Filters** (define a process on messages)

eLiveEngine allows the fast programming of instant communication corporate applications such as :

- **Network servers:** instant messaging network based on any protocol
- **Network proxy and gateway servers:** connection with other IM networks, wireless network, SMS, etc
- **Service-buddy systems:** automated information push services provided as a buddy (directory access, company news, translation service, alerts, etc).

12planet's eLiveEngine allows the development of any instant communication application while guaranteeing:

- **Evolutivity and connectivity with any enterprise information system** thanks to server modular APIs
- **Evolutivity towards any future instant communication protocol** (IMIP, IETF's SIMPLE and any proprietary protocols)