

Xirrus Harnesses iSolve Dynamic Web Self Help In Response To Growing Demand

Softlib's iSolve helps Xirrus fast growing list of customers, partners get Self Serve Knowledge

Tel Aviv , Israel, Jan. 15, 2010—Softlib Software., a leading provider of Solution Identification software for Web Self-Help, technical support centers and helpdesk teams, today announced that Xirrus, Inc., the technology leader in Wi-Fi Switching, has deployed Softlib iSolve software for its online customer and partner support.

iSolve now powers support.xirrus.com and allows Xirrus customers and partners to quickly and easily find the information they need without the need to call and consult an expert. This allows Xirrus to provide improved and immediate 24x7 service by leveraging the Web as a scalable Support channel. The content is delivered dynamically based on intelligent free text search and user credential level.

Xirrus, the only Wi-Fi "Power-Play", manufactures the Wi-Fi Array® architecture that displaces both overlay Wi-Fi offerings and switched Ethernet to the desktop. As a fast growing technology company with the desire to provide leading service to its customers and partners, Xirrus was looking for technology that could accurately provide solutions to issues presented, leveraging home grown content automatically while seamlessly integrating with existing systems such as their Service Desk system. The technology of choice also had to provide the content dynamically through natural language search and not rely on FAQ or pre-authored content in order to keep cost of ownership low and provide knowledge to end users faster.

Xirrus selected iSolve due to its following leading capabilities:

- Intelligent natural language search
- Unique solutions grouping for simplified presentation
- Seamless integration with existing information sources and applications
- Deployment in days

“As part of Xirrus’ commitment to superior customer service, we made a strategic investment in iSolve. With iSolve we found the unique solution that allows us to deliver Web Self Help that is powerful and yet easy to use. iSolve was implemented in days and provided immediate ROI”, said Bruce Miller, Vice President, Product Marketing at Xirrus. “iSolve provides intelligent search and comes with built in information to boost effectiveness further. It’s out of box integration allowed us to quickly integrate it with our hosted Parature Service Desk system to the benefit of our customers.”

“Softlib brings innovation to the customer support and service desk realm that is long overdue. The market is anxious for Web self help solutions as well as for solutions that boost expert productivity that have low cost of ownership and can be deployed quickly and easily. ” said Boaz Grinvald, President of Softlib Software. “Most companies we meet have disparate technologies to try and deliver the right content without success. Softlib is the first company to bring to market a solution so powerful and so easy to deploy and use. We are proud that Xirrus shares our vision.”

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About Softlib

Softlib is a pioneer and leading provider of Solution Identification software, enabling our customers to reduce costs substantially while accelerating time to resolution and reducing escalations in their support and IT departments. We bring innovative and unique solutions to the marketplace that revolutionizes the way technical support is delivered. Softlib products are installed on thousands of computers worldwide. Among our customers are financial institutions, telecom companies, technology vendors and government agencies.

SoftLib is a rapidly expanding, privately held company with headquarters in Tel-Aviv, Israel, and offices in New York, USA and Antwerp, Belgium.

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About Xirrus

Xirrus, the only Wi-Fi "Power Play", manufactures the Wi-Fi Array® architecture that displaces both overlay Wi-Fi offerings and switched Ethernet and Fast Ethernet to the desktop. The Wi-Fi Array integrates 4, 8, 12, 16, or 24 802.11abg+n radios coupled to a high-gain directional antenna system into a single device along with an onboard multi-gigabit switch, Wi-Fi controller, firewall, dedicated Wi-Fi threat sensor, and an embedded spectrum analyzer. The Wi-Fi Array provides more than enough bandwidth, security, and control to replace switched Ethernet to the desktop as the primary network connection. The Xirrus Wi-Fi Array delivers the most coverage, bandwidth, throughput, and user density on a per device and per system basis than anything else available on the market today - resulting in a solution that uses 75% fewer devices, cabling, switch ports, power, space, and installation time compared with any other offering.

Xirrus is a privately-held company headquartered in Thousand Oaks, California. For more information, please visit www.xirrus.com or contact:

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Xirrus - Switching: Without Wires™

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