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JBoss, Inc. Introduces JBoss Network to Streamline Support for Customers

Integrated Support Services Deliver on Enterprise Customer Needs for Streamlined Access to Technical Knowledge, Software Updates and Application Administration

JBOSS WORLD, ATLANTA—March 1, 2005—JBoss®, Inc., the Professional Open Source company, today introduced JBoss Network™, an integrated support platform that streamlines and expands support services for the JBoss Enterprise Middleware System (JEMS). The JBoss Network provides a single console from which JBoss Professional Support customers can access technical knowledge, receive software patches and upgrades and manage their applications. In the future, JBoss will be making the JBoss Network available to open source projects in the newly launched JBoss Open Source Federation. (*Editors, see press release “JBoss, Inc. Launches JBoss Open Source Federation.”*) The JBoss Network increases developer efficiency and reduces operational costs during an application lifecycle.

“JBoss support services drive our business and are critical to the success of the Professional Open Source model we pioneered and continue to innovate,” said Brad Murdoch, vice president of services, JBoss, Inc. “The initial launch of the JBoss Network is the first step to creating a fully integrated set of proactive customer support services for the JBoss ecosystem. By offering participants a comprehensive, single access point to our services, we continue to make open source a safe choice for the enterprise.”

JBoss Network features are bundled with JBoss Professional Support, whether through JBoss Authorized Service Partners (JASPs) or directly from JBoss, Inc. The JBoss Network enables JBoss to proactively serve customers, making software issue resolution a more transparent process. JBoss Network features will be introduced in phases beginning in March 2005 and will include:

- > **Knowledge Access features** which include support, notification and search capabilities. Elements include web access to all support cases and history, guided search, notifications and alerts via application registration.
- > **Software Updates and Distribution** provides access to the JEMS patch repository via portal, command line, API or a remote admin server. A management console is included with patch and product management capabilities.

- > **Application Administration** provides management of nodes and clusters, easing administrative tasks such as modifying configuration, remote starting servers, creating configuration templates and application deployment.

Knowledge access and mono-node administration features will be made available to Silver, Gold and Platinum support customers. Software updates, distribution and application administration features will be provided to Gold and Platinum support customers.

“The extension and consolidation of support services through JBoss Network will provide an easier, more streamlined path to resolving software issues and improving management of our JBoss-powered applications,” said Raven Zachary, director of Internet Technology, La Quinta Inns. “JBoss Network enhances our JBoss support relationship, moving it beyond just an ‘insurance policy’ to a more proactive delivery model. Having a single access point to JBoss support services, and knowing we will be continually updated on the latest patches, regardless of the product version in use, provides assurance that Professional Open Source is the preferred option for our critical e-business applications.”

JBoss Professional Support Services

JBoss, Inc. provides a full range of support services for JEMS, including 24x7 professional support, consulting and training. Documentation is free and available in HTML or downloadable PDF format. Support customers rank JBoss, Inc. support services higher in every category compared to similar experiences with commercial software providers. Support services are also available through the company’s extensive network of JBoss Authorized Service Partners (JASPs). For more information, please visit <http://www.jboss.com/services/index>.

Pricing

JBoss, Inc. offers flexible and competitive support pricing for the JBoss family of open source technologies. The majority of JBoss, Inc. products are priced on a per-application basis as opposed to the per-server or per-CPU pricing common among most commercial software vendors. JBoss also offers multi-year and pre-payment discounts. Enterprise pricing options are also available. For more information, visit <http://www.jboss.com/services/index>.

About JBoss, Inc.

Through its Professional Open Source model, JBoss, Inc. is making open source a safe choice for the enterprise. JBoss provides resources, technology direction and core development for popular open source projects and stands behind them with enterprise-grade support and services. These projects include JBoss Application Server, Hibernate, JBoss jBPM, JBoss Eclipse IDE and Apache Jakarta Tomcat, which are core components of the JBoss Enterprise Middleware System (JEMS). Companies like Corporate Express, La Quinta Inns and Nielsen Media Research rely on JEMS for mission-critical enterprise applications. Partners who embed or bundle JEMS and resell JBoss services include Computer Associates, HP, Novell and Unisys. JBoss has headquarters in Atlanta, Ga. and Neuchâtel, Switzerland. For additional information, please visit <http://www.jboss.com>.

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