

News Release

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AVANADE LAUNCHES ONLINE SERVICES TO HELP ORGANIZATIONS DEPLOY STRATEGIC SOFTWARE-AS-A-SERVICE APPLICATIONS

First Offering Provides Microsoft Dynamics CRM as an Enterprise-Wide SaaS Solution

SEATTLE – January 27, 2010 – Avanade, a business technology services provider, today announced it has launched Avanade Online Services (AOS), a new business focused on helping organizations use SaaS strategically to achieve key business objectives. AOS provides a complete SaaS platform optimized for the delivery of Microsoft-based business applications.

Avanade's first offering for AOS is focused on Microsoft Dynamics CRM and features maintenance, support and upgrade services as well as the Avanade Productivity Platform. The Avanade Productivity Platform includes packaged functionality for CRM-based solutions including rules-based user interfaces, field-level security and Microsoft SharePoint integration.

"In today's technology market, companies have constrained capital budgets and IT resources, a strong desire for rapid deployment, and the need to reduce operational overhead," said Aziz Virani, executive vice president of Global Technologies and Solutions at Avanade. "Avanade Online Services meets these needs by offering outsourced applications, infrastructure, support and maintenance combined with Avanade's proven assets and expertise as a complete solution that lowers risk, reduces costs and speeds time to value."

With AOS for CRM, Microsoft Dynamics CRM can now be delivered as an enterprise-wide SaaS solution, enhanced with Avanade's Microsoft expertise and industry-specific CRM solutions and assets, such as Wealth Management, Insurance, Case Management, Grants Management, and Salesforce Automation.

SaaS is a Growing part of Enterprise IT Strategy

According to a recent survey commissioned by Avanade, the majority of respondents ranked CRM as the most critical differentiator and strategic weapon for their businesses versus the competition. And, data shows companies are embracing the use of Software-as-a-Service (SaaS) for the most critical applications that they consider differentiators for their businesses. The majority of respondents said they are deploying SaaS for customer relationship management (52 percent) and business intelligence (47 percent), ranking these the highest areas of SaaS use among several areas including enterprise resource planning, collaboration software, financial systems, etc.

The AOS for CRM option is designed for customers who are looking for a complete SaaS suite that is scalable, flexible and managed. With this platform, Microsoft Dynamics CRM can transparently move between on-premise and off-premise with AOS, offering increased flexibility to Avanade's customers. Depending on security preferences and requirements, businesses can also select to deploy their CRM application in either a dedicated or shared SaaS environment.

"Avanade has worked closely with us since the introduction of Microsoft Dynamics CRM to deliver outstanding services and solutions to our joint customers," said Brad Wilson, general manager of Microsoft Dynamics CRM. "AOS for Microsoft Dynamics CRM is the natural next step in providing customers with proven enterprise solutions globally that can lower costs and reduce risk."

Accenture and Avanade are currently delivering Avanade Online Services for Microsoft Dynamics CRM at leading companies in the United States and Europe. Customers can request a trial of the service and experience the solution at

no cost for thirty days. There is also a more extensive pilot engagement that can be delivered for companies who are interested. For more information, please visit <http://avanade.com/whatwedo/solution.aspx?id=643>.

About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft technologies to help customers realize results. Avanade's services and solutions help improve performance, productivity and sales for organizations in all industries. The company applies Microsoft expertise from its global network of consultants, drawing on the right mix of onshore, offshore and nearshore skills, which together are designed to help deliver results faster, at lower cost and with less risk. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture and Microsoft Corporation and serves customers in more than 20 countries worldwide with more than 9,100 professionals. Additional information can be found at www.avanade.com.

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