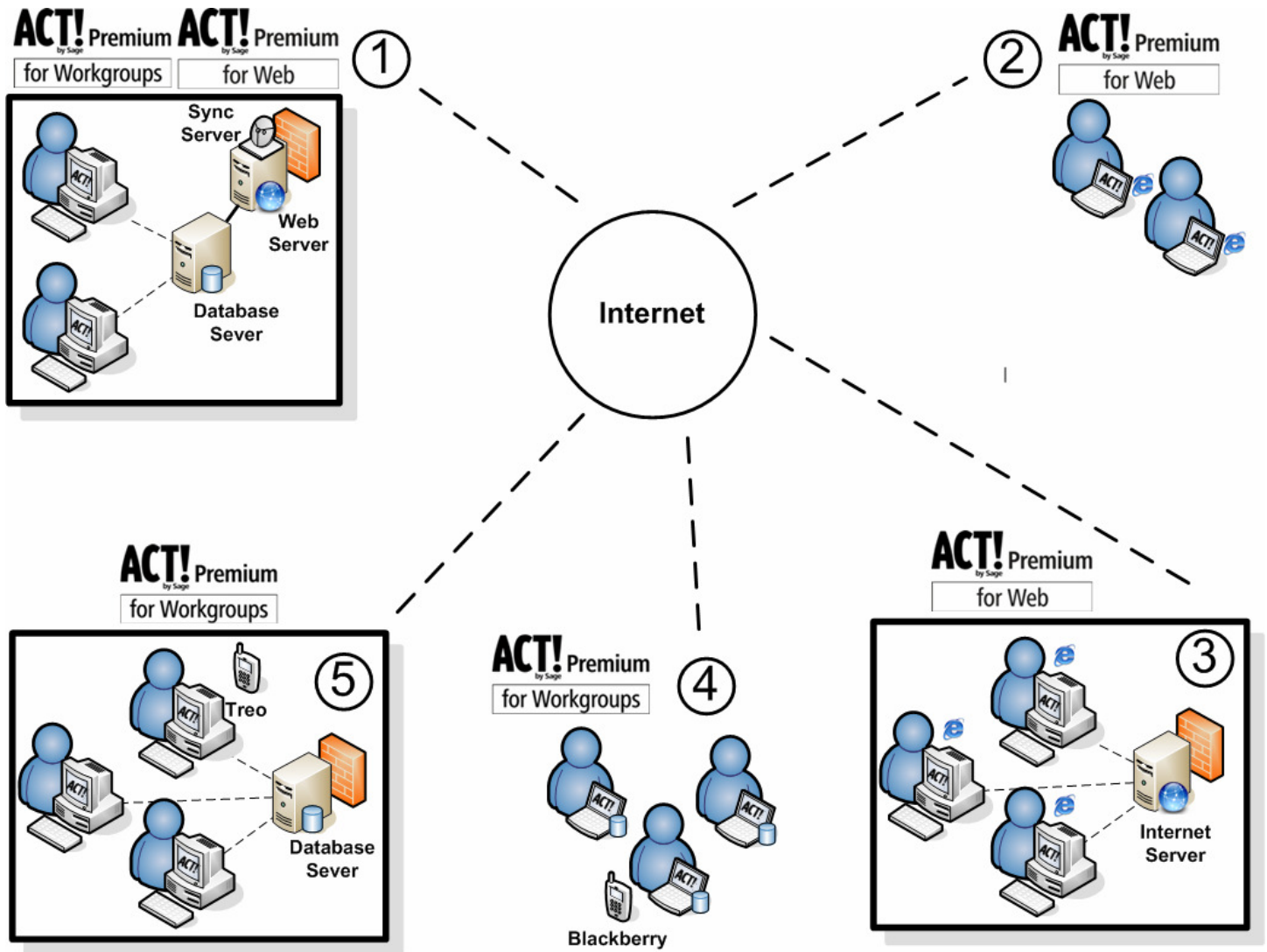


Combined Deployment: *ACT! Premium for Windows & ACT! Premium for Web*

This document provides a high level overview of how ACT! Premium for Windows and ACT! Premium for Web can be utilized together for both local users, remote offices and mobile users.



- 1) Headquarters – This is where the “Centralized Database resides. Users in this office location access the database live via the LAN (local area network). Installed Software: ACT! for Windows. ACT! for Web and the ACT! Internet/Network Sync Service.
- 2) Remote Users – These users do not have any software installed locally. They access the Centralized Database live via Internet Explorer. They log into the ACT! for Web website, <http://yourwebsite.com>
- 3) Remote Office – The users in this location are not mobile. They have no software installed. They access the Centralized Database live via Internet Explorer. They log into the ACT! for Web website, <http://yourwebsite.com>
- 4) Mobile Users – This users are highly mobile, and need information immediate. These users work from “Remote” databases which reside on their local laptops. The changes made to the local database are uploaded to the Centralized Database via http:// or VPN connection, on a scheduled basis
- 5) Remote Office – These users work from a Remote Office Database. This database resides at this Remote Office site. The changes made to the local database are uploaded to the Centralized Database via http:// or VPN connection, on a scheduled basis.

Location 2 & 3

Users who access your customer information via an internet connection do so live with ACT! Premium for Web, This solution stores no customer information on the local computer and restricts these users from linking to handheld devices.

Location 1, 4 & 5

Users who access your customer information via local area network with ACT! Premium for Windows. This solution permits users to work from a local database and changes are sent via LAN, VPN or HTTP: connection. These users can be provided the permission to link to PDA devices.