



**FOR IMMEDIATE RELEASE**

**Knoa Announces Experience and Performance Manager 4.5**

*New Version Offers Enhanced Functionality to Simultaneously Improve Both Application and End User Performance*

**NEW YORK, June 27, 2007** – Knoa Software, Inc, the leading provider of end user experience and performance management software, today announced significant enhancements to Knoa Experience and Performance Manager (EPM) for Enterprise Applications. The product breaks new ground by giving organizations the insight to simultaneously boost worker productivity and optimize application performance with one software tool.

Knoa EPM is the first end user management solution designed to improve both application and end user performance by focusing on both the experience the end user receives from the application and the performance the end user achieves working with the application. Unlike traditional server-centric management solutions, Knoa EPM uses the individual user's experience as the measurement point. This approach delivers accurate and holistic end user metrics, which architectural barriers of server-side alternatives prohibit. Knoa EPM monitors real end user experiences and captures end-to-end transaction response times, ecosystem and application errors, and a time-synchronized workflow -- from all users, at all locations, at all times. The software enables alerting and proactive remediation of end user issues (system errors, user errors or performance problems), identifies training requirements and highlights process compliance and adoption issues.

Knoa EPM 4.5 includes several new features designed to provide actionable insight to improve the experience received and performance achieved by the application end users, including enhanced end-user metrics for response times, system errors and user errors and new management dashboard views, which provide top-line trend analysis with drill-down capacity to specific users, locations, applications and transactions. Knoa EPM 4.5 has been extended to support SiteMinder Web Access Manager from CA, an industry-leading application to manage single-sign-on. With this extension, customers will get enhanced visibility into the login process and related performance issues – such as login errors, login response time, etc – which are specifically relevant for User Support and Help Desk. With the 4.5 release, Knoa EPM fully supports Microsoft Vista and Internet Explorer 7.0.

Knoa EPM 4.5 also extends platform support for industry-leading software solutions.

- Extensions to the SAP-specific version of Knoa EPM include targeted pre-configured monitoring of SAP's Enterprise Buyer Professional, Trade Promotion Management, Business



Warehouse, Advanced Performance Management and Employee Self-Service portal products. Knoa EPM 4.5 now supports 7.x versions of the SAP client GUI. And, SAP customers who have deployed Info Pak and Productivity Pak solutions now have visibility as to when, how and where training solutions are used in production, enabling them to further target training for optimal impact.

- Extensions to the Siebel-specific version of Knoa EPM include targeted, pre-configured monitoring of the Computer Telephony Interface Toolbar and the eConfigurator product. Knoa EPM for Siebel has been extended to monitor Internet Explorer browser operations to provide further insight into how users interact with the Siebel application via browser interfaces.

In addition to the above functionality, Knoa EPM 4.5 offers several new manageability features designed to lower the total cost of ownership. These include new archiving support and scheduling capabilities, the ability to push new monitoring templates to desktops automatically and several automated system “health” maintenance checks.

“CIOs and IT executives are under immense pressure to deliver results from their company’s investment in software applications,” said Thad Eidman, CEO of Knoa Software, Inc. “With comprehensive, precise metrics about application and end user performance, companies can target resources for maximum leverage and optimal return on investment”.

The Knoa EPM Suite 4.5 is currently available. For more information, visit [www.knoa.com](http://www.knoa.com).

#### **About Knoa**

Knoa® is leading the performance management industry with software products that go beyond infrastructure and application performance to monitor, measure and manage how end users are utilizing an application to optimize business process execution. Knoa customers not only know if core enterprise applications are delivering an acceptable user experience, but also, if application users are executing key processes effectively and efficiently -- the key to achieving business value and ROI. Knoa is headquartered in New York, NY. For more information about Knoa, please visit [www.knoa.com](http://www.knoa.com).

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