ILOG Newsletter, Summer 2001, No.16

ILOG CONNECTION

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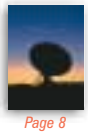

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EDITORIAL

By Patrick Albert, ILOG CTO

Workflow management has become a crucial part of e-business software systems. It lets companies automate and supervise the processes for channeling tasks and data to applications. Without it, online services run the risk of missing orders and losing customers.

The highly demanding nature of this operation has developers turning to ILOG software. Our rule engines automate workflow processes, including filtering and correlating events triggered by the workflow engine, while our visualization technologies enable the full modeling and monitoring of an operation. With them, developers make the most effective systems for coordinating the flow of tasks and data.

ILOG software is proving strategic in this area by helping companies retain customers through better service.

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Managing Task and Data Flow

FOCUS

Overseeing data traffic from Web

Accurately directing activities and data between front-end systems and back-end applications for planning, scheduling, billing or data storage is among the industry's current challenges.

Business process management (BPM), or workflow management, involves modeling, monitoring and coordinating the flow of data among several independent applications that may use different technologies and need to be independently maintained. Its primary goal is to increase the throughput of data to ensure the completion of operations and increase profits.

ILOG has begun concentrating on the workflow management sector. Furthermore, to ensure it provides the best tools for setting the standards in this sector, ILOG has joined the Workflow Management Coalition (www.mfmc.org) and the Business Process Management Initiative (www.bpmi.org), defining bodies in workflow management.

ILOG JViews for Workflow

The scalability, open architecture and intuitive editing of ILOG products make them perfect for developing systems for making workflow management more efficient. ILOG JViews for Workflow (see Page 4) provides innovative editing tools and graphic objects needed to model and monitor data workflow in real time.

The component comes with Workflow Modeler, a complete set of editing tools, automatic diagram layout algorithms, XML input and output, and other essential features for business process modeling. Developers can also easily create executive dashboards and other types of monitoring interfaces that can be easily deployed as traditional applications or in Web browsers.

ILOG JViews' workflow data model works with eXtensible Markup Language (XML) files by default, enabling the model to be easily connected to other workflow components, such as simulators and workflow engines. XML is rapidly being adopted to achieve universal online data exchange, with many companies moving to back the emerging format with their software. As the leading supplier of software components, ILOG supports XML with the company's Java products. Already companies such as Hewlett-Packard, CoCreate, Vitria, Candle, abaXX and Intersect Software rely on ILOG JViews in building their workflow user interfaces.

ILOG JRules Automation

ILOG JRules is ideally suited for the control and automation of workflow processes. The rule engine can control a multitude of processes to assess the quality or success of results from tasks and

(Continued on Page 3)

ILOG's Future in Asia

CEO on CNBC

ILOG CEO Pierre Haren recently appeared on CNBC television in Singapore. Mr. Haren answered questions concerning ILOG's continuing success through the Internet shakeout, the company's record profits in the last quarter, and its future in Asia.

He attributed the company's success primarily to having two types of customers: large corporations and software vendors. One of ILOG's largest customers, SAP, for example, has reported record profits that reflected positively on ILOG's bottom line.

Asked whether he saw the composition of ILOG's revenue changing, Mr. Haren looked to the future of the telecom market. While the industry has experienced setbacks, it is expected to rally toward the end of the year as service providers renew their effort to provide greater bandwidth with new technologies.

For Asia, Mr. Haren predicted rapid growth in supplying China's burgeoning mobile phone industry. China has become the region's largest market for mobile phones, and ILOG is in the best position for providing mobile service providers with software components for building advanced network supervision and billing systems.

Mr. Haren projected an increase of 40 to 50 percent in ILOG's activities in the region, in order to stay abreast of growth in Japan, Singapore and China.

COMPANY NEWS

R&D Vice President on Strategic IT Council

New Internet school launched in France

Jean-François Abramatic, ILOG vice president of R&D and president of the World Wide Web Consortium, participated in the April meeting of the Conseil Stratégique des Technologies de l'Information (www.csti.gouv.fr). The equivalent of the U.S. Presidential Information Technologies Advisory Council, CSTI was formed in July 2000 to advise the French government on emerging Internet technologies.

The meeting was presided over by Lionel Jospin, prime minister of France, and concentrated on four themes: networks and infrastructures, applications and services, need for specialists, and R&D programs. Also in attendance were Bruno Bonnell, director of Infogrames; Daniel Kaplan, vice president of the French chapter of the Internet Society; Serge Tchuruk, CEO of Alcatel; and Martin Vial, president of La Poste, France's postal service. Didier Lombard served as secretary general of the council.

New Internet School

At the meeting, the council announced the launching of the Institut des Applications Avancées de l'Internet in September 2001. Located at the University of Provence in Marseille, France, the school is to produce telecommunications engineers specializing in Internet technology.

"According to studies and reports, an estimated 30,000 programmers specializing in the Web are needed (in France)," says Yves Mathieu, vice president of the University of Provence. *"Thanks to this new school, we hope to make in Marseille a veritable center in this sector."*

The institute has received funding of 100 million FF (about $14 million) and is be supported by industry leaders, including France Télécom and Bouygues Telecom. Completion of buildings for the new school is expected in 2003.

Asked whether there was any concern that changes in the Internet market may make the school no longer needed, Mr. Mathieu responded that the question was difficult to answer *"because no one can anticipate the evolution of this industry."*

"To reduce the risks," he says, *"the school should maintain close ties with companies directly participating in research and development in this field."*

Press Tours Nissan Plant in UK

ILOG has taken a group of journalists on a tour of the Nissan auto plant in Sunderland, U.K., to show them ILOG optimization software in action. The factory had increased its output from 236,000 cars a year to 337,000. This unprecedented improvement of 30 percent was the direct result of Nissan's use of an ILOG Solver-based production scheduling system that allows the plant to produce three car models on two production lines. Developed by P.A. Consulting, the system saved Nissan an estimated $500 million from not having to build a third production line.

"A human would have to be aware of what is happening at each of the 27 zones every time they place a single vehicle," says Michael Simpson, production controller at the Nissan factory. *"It's not impossible, but it might take a very long time. So we decided that a machine would be better than the human. I think we were right."*

Among those who took part in the tour were journalists from Reuters, Computer Manufacturing Solutions and leading journals for the automotive industry, including World Automotive Manufacturing, Automotive Logistics, and Automobile Management International. They were given a complete tour of the plant, from the control room where the scheduler determines the order of vehicles in production to the shop floor where Nissan produces Almeras, Micras and Primeras.

PRODUCT NEWS

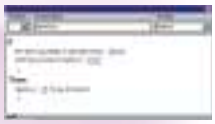
ILOG JRules Covers Emerging XML

No adapters, mappings or translation code

XML has become widely accepted for ensuring interoperability among diverse and increasingly complex software systems. It is being rapidly adopted for B2B marketplaces, and XML vocabularies are being standardized and applied in such industries as communications, insurance and banking.

Helping to lead the way is ILOG JRules (www.ilog.com/products/rules), which makes XML data processing easy in business rule applications. No adapters, complex mappings or special translation code is needed. The rules, object models and data can be expressed in XML and introduced to a running system, avoiding expensive downtime. Architecturally designed to directly process XML objects, ILOG JRules reduces development time and cost while providing the highest performance for applications needing to exchange data or rules in XML .

Making it work



ILOG JRules has been enhanced with a powerful new XML data-binding mechanism that gives the component's rule engine the ability to read an XML schema, instantiate working memory with asserted XML objects and fire rules against the objects. The mechanism is highly efficient and fully dynamic, as it uses no Java class generation. ILOG JRules continues to work with Java object models, but now it supports the same functionality for XML schema. XML and Java objects can even be used within the same rule or rule set, and both can also coexist in working memory.

FOCUS

Workflow Management

(Continued from Page 1)

determine which tasks to perform next. In e-commerce, ILOG JRules' high speed – more than 18,000 rules per second – supports the BPM of large-scale Web applications with thousands of simultaneous connections.

A crucial advantage to using ILOG JRules is its ability to let people express rules in their own business terms, instead of a developer's language. Additionally, the component provides support for event management, calling native functions defined in the workflow model to automate the workflow process.

Another major advantage to using ILOG JRules in workflow management is that its latest release is able to work directly with XML files, without adapters, complex mappings or special translation code (see Page 3). It greatly extends the functionality of the industry's top Java business rule engine by enabling it to work directly with XML logic statements.

This shortens development time and vastly improves application performance by bypassing the need for XML data conversion.

ILOG JRules lets users define smart, lightweight workflow engines that can be fully embedded into the latest Web-based technology. The engines can be deployed as standalone or server applications, and workflow processes shared by several servers, allowing website applications to tap multiple servers.

Successful transactions

ILOG products can serve throughout the workflow process, monitoring the flow of activities, channeling and converting data, and gathering together the final results from the applications.

Workflow Monitoring for E-Business Systems

New ILOG JViews for Workflow models and displays business processes

"ILOG JViews for Workflow enables us to develop one of the most user-friendly process modelers on the market in a record time of two months. In a snap, our customers can adjust their business processes with this graphical modeler, giving them a tremendous competitive advantage."

Thorsten Schäfer

CTO

abaXX Technology AG

Managing business processes is a vital function to many e-business software systems. Data entered through Web interfaces must be channeled to the right back-office applications to ensure order fulfillment. Failure to do so is reflected in the bottom line as lost revenue and lost customers.

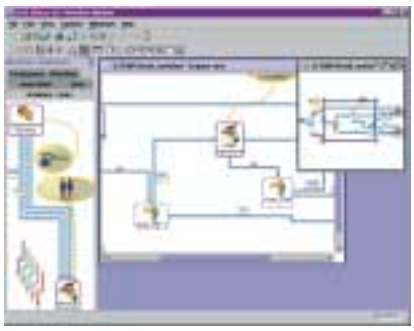
ILOG JViews for Workflow is specifically designed for creating state-of-the-art user interfaces for workflow management. The new ILOG visualization component comes with predefined workflow icons, smart diagramming capabilities, animation for screen elements and a complete set of editing functions.

Out-of-the-box development

These ready-to-use features are specifically designed for modeling business processes and monitoring them in real time. They equip Java developers to create an entirely new class of advanced workflow modelers, executive dashboards, and administrator and client screens.

The fully tested ILOG JViews for Workflow cuts development time by at least a third. It comes with an open and extensible architecture that ensures scalability and performance, and a full range of client-side deployment options.

Furthermore, ILOG JViews for Workflow is pure Java, making interfaces built with it accessible through the Internet. Operators can reach an interface from any widely used browser, allowing them to monitor business processes from virtually anywhere.



Complete set of tools

ILOG JViews for Workflow comes with:

- **Ready-to-use symbology:** predefined graphic objects for depicting standard workflow elements such as roles, tasks and connections. It takes full advantage of Java 2 drawing capabilities, offering such rendering features as transparency, color gradient and anti-aliasing.
- **Swing-based architecture:** workflow data is displayed using a model view controller architecture. Developers only have to connect the data model to objects to provide views that are automatically updated.
- **Customizable look and feel:** Cascading Style Sheet (CSS) files are used to define the rules for rendering graphic objects. A developer only has to define a new CSS file to change the appearance of an object.
- **Workflow Modeler:** an editor for graphically defining business processes, Workflow Modeler comes with a complete set of editing tools, automatic diagram layout algorithms, XML input and output, and other essential interface-building features.
- **Workflow monitoring:** executive dashboards that display events in diagrams or charts to monitor the execution of business processes.
- **Flexible thin-client support:** displays can be deployed as traditional Java clients, DHTML clients or Scalable Vector Graphics, an emerging standard from the World Wide Web Consortium.
- **Rapid integration:** the workflow data model works with XML files by default, enabling it to be connected to any data source.
- **ILOG JViews support:** ILOG JViews for Workflow works with all the components in the ILOG JViews Component Suite. The developer can employ graphics and editing tools from the other components in modeling and monitoring the workflow process.

For more information about ILOG JViews for Workflow and the other components in the ILOG JViews Component Suite, visit www.ilog.com/products/jviews. ■

Optimized Configuration in Java

Your wish is ILOG JConfigurator's command

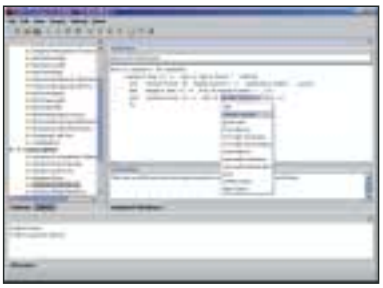
E-businesses today have to contend with the tremendous challenge of providing Web interfaces that allow the customer to customize products or services. Tapping the "write once, run anywhere" promise of Java, ILOG has merged features from two of its top products – ILOG Configurator and ILOG JRules – to create an optimization configuration component for Java.

Called ILOG JConfigurator, the component is fully EJB compliant and stress-tested for the Web, with the most popular ASP platforms. Pure Java, ILOG JConfigurator comes with a JSP tag library to manage the interaction among Web-based server-side user interfaces, and supports both XML and native Java APIs for rapid, easy integration with other applications.

Equipped with a point-n-click rule editor, ILOG JConfigurator supports the modification of configuration statements in an intuitive, guided manner, using a highly expressive "natural" language pioneered with ILOG JRules. Now non-programmers such as marketing personnel can build and maintain configuration applications.

Powerful configuration engine

The ILOG JConfigurator engine uses constraint programming to consider all the potential configurations together, instead of just one at a time. This allows the selection of features in any order, so the customer can apply any logic or criteria in defining a product or service.



ILOG JConfigurator can also explain how a solution was reached by showing the rules that were applied, and return more than one solution if the customer so desires. This greatly extends the interactivity of an application, giving the customer more control over the final configuration.

Furthermore, ILOG JConfigurator allows the user to express wishes that are used as rules that are strongly wanted but can be violated to find a feasible solution. Coupled with preferences, which state the order in which the configuration engine searches, the wishes increase the probability of a configuration application's finding the right solution.

Easy to use and deploy

Greatly simplifying the development of applications with ILOG JConfigurator is ILOG JConfigurator Builder. When launched, it loads the Business Configuration Language in an XML format. Typically a project consists of rule sets and a business object model (BOM) of a product or service.

ILOG JConfigurator Builder displays the various product characteristics and proposes them as possible arguments during the editing of the configuration rules. Finally, the builder produces executable configuration files in XML that are directly fed into the configuration engine at runtime.

Seamless integration

ILOG JConfigurator directly accesses native Java application objects through an interface layer, and fully supports EJB integration. It also comes with a Web connector that provides a set of services to integrate the engine into Web application servers.

Special attention has been given to the design of the Web connector's services, taking into account the distributed nature of scalable servers. Implemented in Java, the services are organized into layers, and depending on the architecture of the server, one or more of the layers may be used.

The Web connector provides both interactive and transactional services. JSP tag libraries make transparent the use of publication and edition services. The transaction services are supplied as an EJB component that can be either stateless or stateful, and allows distribution and load balancing.

For more information about ILOG JConfigurator, visit www.ilog.com/products.

Also for the Web: ILOG OPL Studio 3.5

Another recent release for Web development is ILOG OPL Studio 3.5, a rapid prototyping tool and interactive development environment used for writing, debugging and deploying optimization applications for Web environments. It is the first optimization product to directly interface with the Java 2 platform, meaning that Java developers can more easily build optimization capabilities into their applications. ILOG OPL Studio 3.5 reduces the amount of coding required to add optimization to a Java application from thousands of lines of code to dozens or less, slashing development time by as much as 80 percent.

Sun Adopts Top Rule Technology

Rule engines to manage service level agreements

Sun Microsystems has adopted ILOG's business rule technology to automate the management of service level agreements (SLAs) in the Solstice Enterprise Manager software used in Sun's carrier-class telecom network management platform (www.sun.com/software/solstice). Solstice Enterprise Manager is designed to meet the challenges of managing telecom networks and their elements. Fully Telecommunications Management Network compliant, the software is a highly scalable, distributed and standards-based management platform.

The ILOG rule technology will enable Sun customers to improve the reliability of their networks with better alarm filtering and correlation, resulting in higher operator and end-user satisfaction. Both ILOG Rules and ILOG JRules will be available as add-ons for the upcoming release of Solstice Enterprise Manager.

"Our customers need new strategies that enable them to successfully address the challenges of growing and diversifying network environments while maintaining excellent quality of service," says Jean-Pierre Baudouin, general manager of the Telecom Software Group at Sun. *"Using ILOG's high-performance business rule engine to flag network problems instantly, our next-generation telecom management platform can deliver reliable, high-performance network management systems that are ready for the future."*

An SLA is a contract between a network carrier and an enterprise customer that specifies what type of service the customer can expect to receive and the penalties for failing to deliver it. ILOG Rules and ILOG JRules – in C++ and Java, respectively – are widely used in SLA management to pinpoint network problems and recommend solutions. Typically one problem can trigger several alarms, so ILOG rules help the operator by automating the search for a fault. Monitoring is done around the clock in real time, and alarms are prioritized to further aid the operator.

Able to process up to 18,000 alarms per second, the ILOG rule engines lets network operators define and change rules in order to achieve maximum efficiency.

InfoVista Set for Next Generation

Company to use ILOG JTGO and rules in telecom suite

InfoVista (www.infovista.com) and ILOG have formed a partnership to incorporate ILOG JViews and the ILOG JTGO software component for telecommunications visualization into InfoVista's Vista Foundation, a suite of service level management products. The two companies also plan to collaborate on the next generation of reporting solutions for performance management, using ILOG business rule components.

"The partnership with ILOG matches our overall strategy to use building blocks of standard software to shorten time to market," says Alain Tingaud, chairman and CEO of InfoVista. *"The decision was based on our companies' excellent working relationship, the number of mutual customers that InfoVista and ILOG share, and the quality of ILOG's leading-edge products.*

The ILOG visualization components will change the look and feel of the Web-enabled graphical performance reporting solutions from InfoVista by adding a geographic representation showing performance, availability and quality of service information for IT infrastructures. This will include Web-based products that allow operators and users to remotely check the performance of their networks and distributed applications via the Internet.

InfoVista is a leading global provider of service level management software solutions. It designs, develops and markets technologically advanced software that monitors, analyzes and reports on the performance and quality of services in the information technology infrastructure, including networks, servers and applications.

Omnilg Logisti Targets Asia P

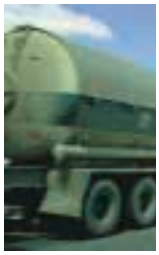
Application optimizes dist

Omnilg (www.omnilg.com) has developed its new Distribution Management System (DMS) with ILOG optimization and visualization components, greatly reducing both cost and time to market in the process.

An Omnibz company in Singapore, Omnilg chose the fastest route to creating the logistics planning tool for transport management by using ILOG software. ILOG's intuitive development environment, ready-made algorithms and highly versatile business graphic objects are ideally suited for any industrial deployment, including supervisory, data correlation, and planning and scheduling systems.

DMS is currently being marketed throughout Asia Pacific and greater China. Fully compatible with existing Asian operating systems and customizable to any company's needs because of the open architecture of ILOG's components, DMS is expected to capture a significant market share for Omnibz.

"Since ILOG signed on Omnibz as an iLIUP partner last year, Omnilg has worked closely with ILOG in deploying its technology for distribution management," says James Tong, president and COO of Omnibz. *"ILOG has been very professional in sharing its technical knowledge with us. We have gained enormously from ILOG's technical*



ics System Pacific, China

ribution

expertise and its worldwide marketing network. We are proud to be a partner with ILOG in this region."

DMS is applicable to any real-world operation involving the delivery of goods to a variety of places at different times, with a limited number of transport vehicles and personnel. DMS enables a small dispatching team to coordinate all the deliveries through a vast network of complex delivery routes. The end result is that the greatest amount of goods is delivered with the fewest number of people and vehicles, while assuring on-time service at the lowest cost to the carrier.

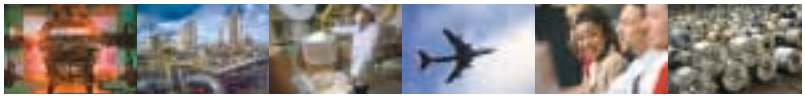
"We are delighted that Omnilg has chosen ILOG components to speed up project deployment for clients to maintain a competitive edge against other similar offerings in this important field of logistics," says Mr. Foo Jong Tong, general manager of ILOG Singapore.

"Beyond distribution, the DMS that Omnilg has developed can be adapted to a larger scope of logistics, transport, warehousing, collaborative resource planning, and other facets of the supply chain. This is a highly adaptable solution that has its roots deep in Asia, and can serve Asian enterprises faithfully."

With its regional presence in China, Hong Kong, Korea and Malaysia, Omnibz aims to be the preferred global technology enabler and provider. The company offers a comprehensive, integrated suite of solutions and value-added services specifically designed to e-enable businesses for today's Internet environment.

Axioma Goes After New Markets

Company plans to promote full potential of optimization



Axioma Inc. (www.axiomainc.com) and ILOG will collaborate on consulting and system integration involving ILOG optimization software components. The agreement also allows Axioma to embed all of ILOG's software into Axioma's industry-specific suites.

The deal covers the ILOG optimization, visualization and business rule component suites, and allies experts in optimization technology and applications. The companies expect to gain from each other's expertise in optimization software and services for clients seeking off-the-shelf applications, custom software solutions and system integration.

"This partnership will allow us to benefit from the wide acceptance of ILOG products in the marketplace," says Dr. Sebastian Ceria, president and CEO of Axioma. *"Our goal is to provide best-of-breed decision-support tools in industries that have not yet realized the full potential of optimization technology."*

For example, some of Axioma's software solutions are targeting the financial services industry. *"We see tremendous potential in the application of optimization technology to financial services, where the immediate impact of optimized decision-making is in the hundreds of millions of dollars,"* Dr. Ceria adds.

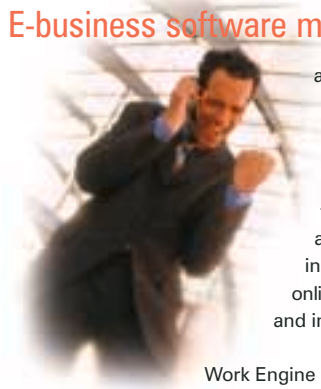
The first Axioma product to leverage ILOG technology in this area is PortfolioOpt, which was released in May 2001. PortfolioOpt is an advanced asset allocation tool developed for professional money managers.

"We plan to release several more industry-specific software solutions containing ILOG components during 2001," says Dr. Ceria. *"We also expect the partnership to extend the reach of ILOG optimization products even further via our consulting and system integration services."*

Headquartered in New York City, Axioma has provided decision-support software to Fortune 500 clients in industries such as financial services, manufacturing, logistics and e-commerce.

abaXX Picks Workflow Product

E-business software maker gives customers full control



abaXX Technology AG (www.abaxx.com) has standardized the user interface for its Workflow Engine with the new ILOG JViews for Workflow.

abaXX develops and markets next-generation e-business solutions for the high-end market. Its component-based, platform-independent abaXX E-Business Suite is built on Enterprise JavaBeans and uses leading application servers to offer an end-to-end platform for mapping all online dialog functions and processes. The suite supports fully customized and integrated e-CRM, e-business and portal functionality.

Work Engine is part of abaXX E-Business Suite 2.2. It is the first workflow supervision application to use ILOG JViews for Workflow (see Page 4).

"ILOG JViews for Workflow enabled us to develop one of the most user-friendly process modelers on the market in a record time of two months," says Thorsten Schäfer, abaXX CTO. *"In a snap, our customers can adjust their business processes with this graphical modeler, giving them a tremendous competitive advantage."*

abaXX is also currently using the ILOG JRules business rule engine in the company's Rule Engine software component. ILOG JRules supports electronic business transactions for Internet portals built using abaXX E-Business Suite, including the creation of virtual sales consultants that guide users through product offerings. ILOG JRules also enables Web personalization for the product.

Talking about ILOG

Sun Microsystems

"Our customers need new strategies that enable them to successfully address the challenges of growing and diversifying network environments while maintaining excellent quality of service. Using ILOG's high-performance business rule engine to flag network problems instantly, our next-generation telecom management platform can deliver reliable, high-performance network management systems that are ready for the future."

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General Manager
Telecom Software Group

Omnibz

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James Tong
President and COO

Axioma

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Sebastian Ceria
President and CEO

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CUSTOMER FOCUS

Driver Scheduling

Goal Systems Leads Market with Custom Bus Schedulers

ILOG flexibility and performance make software vendor No. 1 in Spain

Leading Spain's market for bus management software, Goal Systems develops advanced software for planning and scheduling scarce and valuable resources. The company designs, develops and implements tailor-made applications using highly qualified engineers with expertise in solving each customer's particular problem. They look not only into the problem, but also into all the customer's business processes to determine the best solution.

Goal Systems' top products are GoalBus and GoalDriver. GoalBus makes optimized schedules for the bus and driver services, and GoalDriver optimal assignments for buses and drivers in services created with GoalBus. The fruit of years of research, GoalBus and GoalDriver share the main goal of making transport companies more competitive and profitable by optimizing their resources while complying with regulations, company policies and agreements with employees.

Adding to the value of Goal Systems' products is a simulation capacity for determining solutions based on proposals and goals. This makes them ideal for helping renegotiate contracts, determining the cost effectiveness of new routes or projecting the impact of new regulations.

The applications come in five different versions: urban, intercity, regular, long-distance and discretionary transport. Each version forms the foundation for a scheduling system that is wholly adapted to the customer's individual business model and goals. The versions can also be mixed, enabling companies with different types of services to schedule their operations globally.

Powering GoalBus and GoalDriver are some of ILOG's top software components. For optimizing planning and scheduling, the system uses ILOG Solver and ILOG CPLEX. Visualizing the schedules with interactive graphics is an interface built with ILOG Views; and connecting the system to databases and other data sources are ILOG DB Link and ILOG Access. With unmatched speed, high scalability and intuitive development environments, the ILOG components back Goal Systems' engineers in developing and maintaining scheduling systems.

Goal Systems solutions are being used throughout Spain by some of the country's leading transport services: Empresa Martín-Grupo Ruiz, UTINSA, Empresa de Blas y Cía, TUSSAM, AUCORSA, SALCAI, Guaguas Municipales, Renfe U.N. de Cercanías, Autocares Vidal S.L., Rober Transporte Urbanos de Granada, TUSGSAL, Autobuses de Palma de Mallorca and Concorcio de Transportes de Madrid.

All have reported similar benefits:

- Reduced costs
- Reduced assigned resources
- Better planning through simulation
- Better definition of strategies
- Immediate assistance in making decisions
- Easy access and high level of elaboration in declaring information involved
- Equal and fair distribution of work among drivers

Goal Systems has been expanding into other markets. Renfe, the leading railroad company in Spain, has used Goal Systems' GoalRail for about a year. The software vendor also has customers in South America, and is extending its reach to include more of Europe and the Middle East. For more information about GoalDriver and Goal Systems' other products, visit www.goalsystems.com. ■