

Centercode Releases Connect™ 1.0

Company's Solution is Designed to Deliver Optimum Test Results

SAN CLEMENTE, CA., (10-18-2001) - Centercode, Inc., a developer of scalable software and service solutions that enable companies to manage and conduct product management projects, today announced that they have launched OnlineBeta, a complete suite of software and services focused on delivering the optimum beta testing environment.

Comprised of proprietary software called Connect™, an extensive database of beta testers, and a comprehensive service bundle, OnlineBeta enables companies to easily and affordably conduct product beta tests as well as manage the entire beta test process while providing clear and consistent communication channels between team members and testers.

"We recognize the value that tester feedback and clear communication channels can provide to a product's development cycle," stated Luke Freiler, Chief Technology Officer at Centercode, Inc. "We also realize that each organization is unique in both its structure and needs. That's why we've created OnlineBeta to be not only feature-rich but also flexible enough to meet each product and company's unique requirements. Combined with our comprehensive service bundle and the availability of additional support services, OnlineBeta will revolutionize the beta testing environment as we know it today."

Connect™ 1.0

Connect is Centercode's proprietary software that enables companies to create and manage beta tests with the flexibility to fit the unique needs and infrastructure of each organization and project. Connect delivers a comprehensive set of tools that provide the basis for tester and team communications, extensive feedback tracking, real-time reporting systems, as well as numerous other beneficial features.

Tester Community

Centercode's tester community database is included with OnlineBeta and is comprised of testers distinguished by over 100 characteristics. From demographic information to technology devices owned, Centercode's screening process enables companies to identify the tester characteristics required by their product, resulting in a test group that will return the most effective results. Often charged as a separate service by most other organization, Centercode's tester database is an include feature of OnlineBeta.

Services

Centercode's goal is to deliver a complete solution for beta testing and that includes a comprehensive set of services to support the client both in setting up a beta test and in managing the process. While some companies have had prior experience conducting beta test, many others have not and Centercode's service set is designed to fit the unique needs of each company. The Following Services Are Included in the OnlineBeta Package:

- **Beta Tester Selection** - Centercode will select a pool of testers that meet the demographic, skill, and technical knowledge criteria established by the client.
- **Beta Project Setup** - Based on information provided by the client, Centercode will set up all the types and classifications of data, create project teams, and establish the desired routing of each type of case the product testers can submit.
- **Beta Tester Agreements** - Products in a beta testing stage are most often in need of a confidentiality agreement. Centercode provides a Beta Tester Agreement online for use by all clients. This document details the relationship between the tester and Centercode's client, as well as formalizing the commitment of the tester to fulfill their obligations.
- **Weekly Project Updates** - If desired, a Centercode representative will provide the project manager, or any other individual designated by the client, with a weekly progress update and offer any suggestions for obtaining the greatest benefit from the OnlineBeta system.
- **24 / 7 Client Support** - In addition to each client's needs being unique, so often are the hours that a client needs assistance. Centercode is committed to supporting the needs of each clients, twenty-four hours a day, seven days a week.
- **30-Day Extended System Access** - At the completion of the test period, Centercode will provide the project manager with system access for an additional 30 days to ensure that the client receives the full benefit of all the features the system has to offer.

Centercode Commitment

Centercode knows that products and services are important, but client satisfaction is also a goal that they are striving to maintain. Centercode is committed to assisting clients in their efforts to conduct and manage beta tests in order to ensure the quality of their products. Centercode fulfills this commitment by not only making every effort to make sure the client gets the full value from Centercode's products and services, but also by standing by the quality of those products and services. Centercode believes that long-term relationships are the foundation of a successful company. The satisfaction of our clients is the basis for building those relationships.

About Centercode, Inc.

Centercode, Inc., based in Laguna Hills, CA, is a leading provider of beta test management software and services. Centercode's solutions focus on flexibility to meet the varying and unique needs of each company and each product while delivering the results to enhance product quality and maximize market opportunities. For more information about Centercode, please visit www.centercode.com.