



● **Sierra Atlantic Offshore Outsourced Software Development and Application Management Services Selected by HP, Network Appliance and Plumtree**
Customers Choose Sierra Atlantic for Timely, Cost-Effective, High Quality Services

Fremont, CA. – February 19, 2004 – Sierra Atlantic, Inc., a leader in offshoring enterprise applications, today announced that Clopay Corporation, Network Appliance, Cosi and HP have selected the company's offshore lifecycle enterprise application management services. In addition, the company announced that Plumtree, OuterBay Technologies, and Reactivity have selected Sierra Atlantic to spearhead key offshore software development initiatives. Sierra Atlantic's enterprise application offshoring services draw upon the company's proven NShore™ methodology, which consists of best practices, tools and processes that ensure the right mix of onshore, near-shore and offshore software services for both enterprise application vendors and their customers.

Sierra Atlantic's NShore™ methodology provides each customer the most appropriate, optimized model for their enterprise application needs, taking into account their unique outsourcing strategies, evolution level on the offshoring curve and other project requirements. NShore™ encapsulates the requisite project life-cycle processes, project management and associated support procedures, metrics, Service Level Agreements (SLA's), checklists, templates, tools and workflows needed for:

- Enterprise application implementation projects
- Enterprise application integration projects
- Software product quality assurance services
- Custom development projects
- Co-product development for software product companies
- Application management services

Among Sierra Atlantic's most recent offshore software development customers are Plumtree, OuterBay Technologies and Reactivity. Plumtree, an enterprise Web solution provider, selected Sierra Atlantic to integrate its portal platform with leading ERP packages. Additionally, Plumtree selected Sierra Atlantic to perform Quality Assurance (QA) testing and ongoing maintenance and support. OuterBay Technologies, a leading data management application provider, selected Sierra Atlantic to develop product modules for Oracle and PeopleSoft, and has future development plans for Siebel support. Reactivity, a leader in Web Services security, leverages Sierra Atlantic's Interoperability Testing Lab to test its products' performance under specific conditions involving third party hardware and software components.

Sierra Atlantic's new lifecycle enterprise application management customers include Clopay Corporation, Network Appliance, Cosi and HP. Clopay Building Products Company, the nation's largest manufacturer of residential garage doors, and Clopay Plastic Products Company, a leader in the development and production of embossed barrier and breathable plastic films, selected Sierra Atlantic for ongoing on-site and offshore application support of Oracle 11i. Network Appliance, a world leader in unified storage solutions, selected Sierra Atlantic to provide maintenance and support of its Agile to Oracle integration. Sierra Atlantic will also develop and maintain the company's VIP portal, and provide implementation services for Siebel's Universal Application Network (UAN). Cosi, a NY-based gourmet sandwich company, selected Sierra Atlantic's Oracle application support services. HP, a leading technology solutions provider, uses Sierra Atlantic for ongoing Siebel CRM support.

"In Sierra Atlantic, we have found a long-term partner with a deep understanding of Oracle technology and a solid grasp of our industry practices," said Jim Honerkamp, CIO, Clopay Corporation. "Sierra Atlantic's rapid and effective upgrade of our enterprise system resulted in dramatic improvement in overall productivity, and helped us achieve more consistent business processes."

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● About Sierra Atlantic

Sierra Atlantic is a leader in offshoring enterprise applications, helping our customers optimize their investments in Oracle, PeopleSoft, SAP and Siebel. With expertise derived from deep R&D relationships with enterprise software leaders, we offer complete lifecycle application management solutions -- strategy, implementation, integration, upgrade and support -- using our NShore™ methodology. We integrate these point solutions into Application Networks® that enable seamless business processes within and outside the enterprise. With over 300 highly satisfied customers since 1993, Sierra Atlantic is headquartered in Silicon Valley with offices in Chicago, New York, London, India, Malaysia and Singapore. For more information, please visit www.SierraAtlantic.com.

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