

Handheld Solutions for the Palm Computing® Platform



More connected.™



Mobilize

Your Enterprise



PALM
COMPUTING
PLATFORM

Worldwide,

Worldwide,

Palm Computing and its partners are the leaders in handheld computing solutions.

With an aggressive strategy that includes focused partnerships, comprehensive developer services and key acquisitions, the Palm Computing® platform commands more than 72 percent of the worldwide personal companion market.

More than three million handheld devices based on the Palm Computing platform have been sold. Over 2,500 applications are available, with 15,000 developers bringing new applications, hardware and peripherals to market every day.

To promote and extend the platform, Palm Computing is collaborating with world-class partners who are proven experts in deploying hardware and software solutions for the enterprise.

With stability, strategy and strength, the Palm Computing platform offers your enterprise the breadth and depth of solutions to meet virtually any handheld computing need. Solutions that let you manage and move information — anywhere your workforce needs to go.



“The fact that the Palm Computing devices have become an extension of our corporate systems give it the edge over any other handheld computing solution. Moreover, the Palm Computing platform’s connectivity and ease-of-use open the door to a wealth of other applications. The R&D groups are integrating it with Microsoft Exchange, providing researchers with fast access to their mission-critical data, and we see even more uses down the road.”

Richard Lawrence
Manager
Emerging IT Solutions
Mitel Corporation

Anywhere your workforce needs to go.

Handheld Computing Means True Mobility: Instant. Easy. Anywhere.

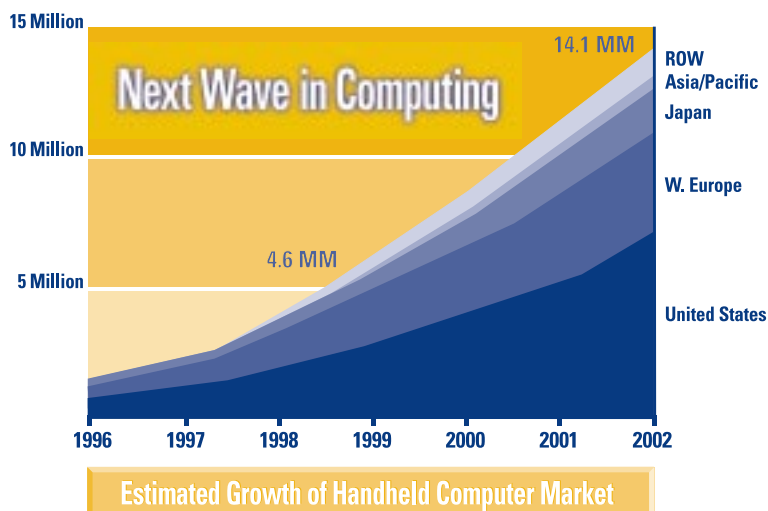
Information. It's what moves the enterprise forward. Across the office or across continents, your mobile workers need to access, collect, manage and exchange information. No matter where the information resides. No matter where your business takes them.

With a handheld computing solution, you can reap maximum benefit from your IT investment and extend the reach of the enterprise systems your company uses today. Adopting the Palm Computing® platform gives your in- and out-of-office workforce a fast and easy way to access and manage critical information residing on a desktop computer, corporate server, the Internet or intranet — and put it to immediate use.



The real benefits of handheld computing

The economic benefits of handheld computing are considerable. Remedy Corp. is using the Palm Computing platform to mobilize and automate help desk functions for their customers. Their conservative estimates indicate that customers using Palm Computing platform devices and Remedy software will realize a return on investment of 700 percent over a three-year period. Source: 1998 Remedy Corp. Customer Analysis



Analysts expect the handheld computing market to grow by 650 percent in less than 10 years.
Source: International Data Corp. (IDC) September 1998



The Right Handheld Solution for Any Need

With the wide array of hardware and software options available for the Palm Computing® platform, you have everything you need to adopt a handheld solution that fits your organization's mobile computing requirements.

Thousands of Software Solutions

With more than 2,500 applications available today — including extensions of leading enterprise solutions like Computer Associates Unicenter TNG, Oracle8, Remedy Action Request System, SAP R/3, and Sybase SQL Server — no other handheld platform comes close to offering the breadth of solutions available for the Palm Computing platform.

More than 15,000 developers are creating new handheld applications for the Palm Computing platform for use in virtually every major industry, from financial services to manufacturing, automotive, health care, construction, legal and professional services, and more. These mobile, enterprise-class applications are streamlining business processes from customer relationship management to enterprise resource planning, field service and support, time and expense tracking, project management and group scheduling.

Java, Macintosh development accelerates

Sun Microsystems is now porting Palm Computing's HotSync® technology to the Java platform and creating Java technology-based conduits, which will enable its customers worldwide to synchronize applications running on Sun-compatible workstations with Palm Computing platform handhelds. For the more than 25 million Macintosh users worldwide, the Palm Computing platform provides the industry's best handheld support. Solutions enable easy synchronization with standard applications, email and desktop personal information management (PIM) packages. The Palm™ MacPac connectivity kit features PIM software based on the award-winning Claris Organizer, acquired by 3Com Corporation last year. The Conduit Development Kit (CDK) provides a complete set of authoring tools to easily create links from the Palm Computing platform to Macintosh desktop software, opening the door for expanded Mac-based handheld solutions.

Broad Hardware Selection

Choose from a full range of second-, third- and fourth-generation handheld devices developed by Palm Computing and its industry-leading partners, including Franklin Covey, IBM, QUALCOMM, and Symbol Technologies. Whether you need rugged, expandable handhelds for the field or compact, efficient organizers for your management team, there's a device on the market today suited for almost any handheld computing task.

Wide Range of Connection Options

All Palm Computing® platform devices work with standard data communications devices and protocols, allowing a wide range of connection options for easy integration into any enterprise computing environment — from Windows to Macintosh to Java. And, however you need to connect, from dial-up to wireless, the Palm Computing platform makes it easy.

The devices work seamlessly with desktop and enterprise applications, making it easy for your workforce to access and manage information from commonly used software applications and databases. Synchronizing information with the desktop or server is fast and simple, ensuring that information is always current and backed-up. In the office or in the field. At the touch of a button.

Innovations from World-Class Partners

By pursuing a broad licensing strategy, Palm Computing has assembled an impressive roster of hardware and software partners across a wide range of industries. Each of these world-class licensing and OEM partners are leaders in their markets, strategically selected for their unique expertise and proven ability to create enterprise-caliber mobile computing solutions.

Our partners are working hard to expand the global market, reaching new countries with innovative handheld product offerings and new enterprise-class solutions based on the Palm Computing platform.

35 countries around the world

Palm Computing platform products are distributed in 35 countries around the world and support many languages, including English, French, German, Japanese and Spanish.

Market-leading tools

From simple to complex solutions, Palm Computing and its partners offer a broad array of market-leading tools to meet the needs of corporate and commercial developers, such as:

- Conduit Development Kit, Java Edition, by Palm Computing
- Metrowerks CodeWarrior® for the Palm Computing platform
- Palm OS™ software SDK by Palm Computing
- Pendragon Forms by Pendragon
- Satellite Forms from Puma Technology
- Symbol SDK from Symbol Technologies ... and more.

Hardware Partners



The IBM WorkPad PC Companion is available in Japanese, German and English.

Franklin Covey, a long-time partner, offers its leading time and project management software for the enterprise on a Palm Computing® platform handheld. Franklin Covey recently became the first Palm™ Training Alliance provider, delivering corporate training programs which integrate its successful time and life planning concepts and key enterprise applications with Palm Computing platform devices.

IBM introduced its IBM WorkPad PC Companion series based on the Palm Computing platform in 1997. This partnership allows Palm Computing to leverage IBM's extensive knowledge and expertise in meeting the needs of the enterprise market as well as its long-standing customer relationships.

QUALCOMM, the pioneer of Code Division Multiple Access (CDMA) technology, has brought the Palm Computing platform to the telephony market with its pdQ smartphone, the first smartphone to integrate the functionality of Palm Computing handhelds.

Symbol Technologies, the global experts in bar code scanning and wireless LAN and WAN connectivity, offers the SPT 1500 and 1700 series of handhelds, based on the Palm Computing platform. Symbol Technologies' expertise and extensive value-added reseller (VAR) network is taking the Palm Computing platform further into industrial handheld market segments including retail, transportation, parcel and postal delivery, manufacturing and health care.

The portable, easy-to-use Symbol SPT 1500 will save the Los Angeles City Fire Department many hours of inspection time and data entry. This compelling data collection solution will allow brush inspectors to scan Assessor's Parcel Number bar codes on property ownership reports, while pull-down menus and check-box questions will enable inspectors to enter violation information with a minimum of keystrokes.

Chief Alfred Hernandez
Section Commander,
Industrial & Commercial Section
Fire Prevention Bureau
Los Angeles City Fire Department



Franklin Covey, IBM, Palm Computing, QUALCOMM and Symbol Technologies offer a full range of handheld devices suited for virtually any handheld computing task.

Software Partners

Computer Associates has integrated Palm Computing® platform devices with Unicenter TNG, making them part of its award-winning, end-to-end enterprise management solution. Unicenter TNG enables companies to easily manage and deploy large-scale, mission-critical Palm Computing platform solutions in their enterprises.

Lotus Development Corporation has extended Lotus Notes to the Palm Computing platform. The company's EasySync technology lets Lotus Notes users exchange and update contacts, to do's, memos, calendar information and email between their desktops and Palm Computing platform devices.

Oracle Corporation has extended its Oracle Mobile Field Sales application to the Palm Computing platform, enabling sales representatives to access the corporate server and manage vital account information and sales leads from their handhelds. Also, with its small-footprint client database, Oracle Lite, companies can easily leverage any Oracle database-driven application.

Remedy Corporation has leveraged the platform to extend its suite of enterprise applications, including its market-leading help desk application. RemedyLink for the Palm Computing platform provides easy, remote access to a central trouble ticket repository that enables users to update and create new tickets within the repository and synchronize with the enterprise.

SAP leverages the Palm Computing platform as a low-cost mobile access point for its R/3 Enterprise Resource Planning suite of applications.

Sybase's UltraLite Deployment Option for Adaptive Server Anywhere lets organizations put a mobile database on a handheld to extend any Sybase database-driven application.



*82% of all users
synchronize at work.*

*Source: Palm Computing
Product Registration Cards and
Customer Survey (August 1998)*

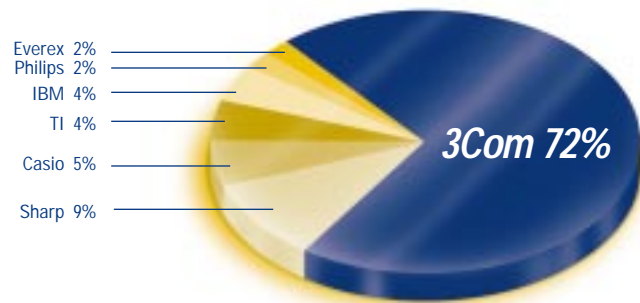
Widespread Platform Adoption

Palm Computing and its partners are driving and defining the handheld computing market by building world-class products and technologies to meet the specific needs of mobile workers. They are cultivating new relationships with leading hardware partners and platform licensees and providing a real business motivation for developers to continue to bring new solutions to market.



Palm Computing and its partners have shipped more than three million devices based on the Palm Computing® platform.

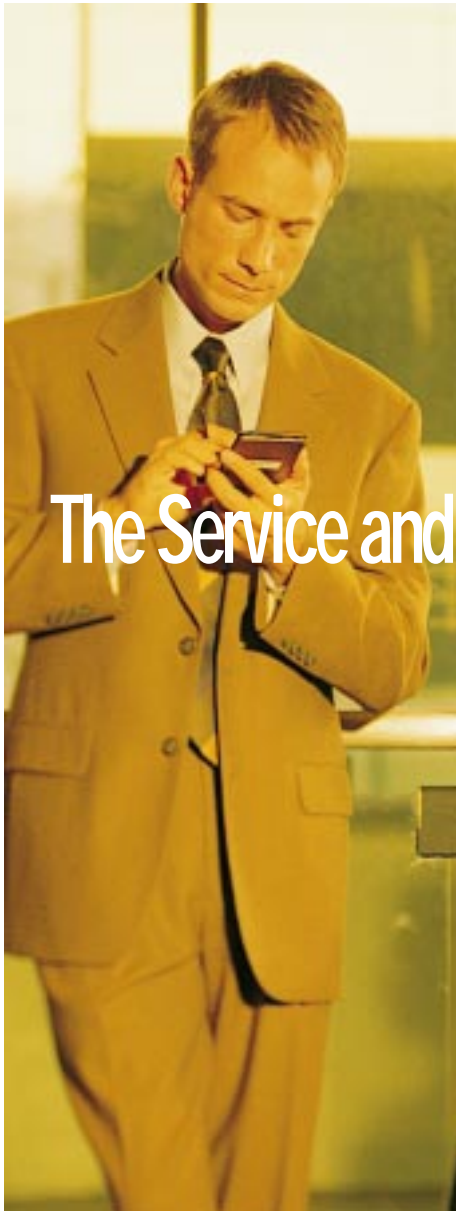
According to figures from International Data Corp., the Palm Computing platform commands more than 72 percent of the worldwide personal companion market.



Worldwide

In the first half of 1998, Palm Computing handheld devices represented 72% of the worldwide personal companion market.

Source: IDC. September 1998



The Service and Support You Need

Palm Computing and its partners offer service and support programs that facilitate deploying and managing Palm Computing solutions throughout the enterprise. Customized support, such as Help Desk training, Level 1 Help Desk certification, and other programs, can be tailored to meet the specific needs of your enterprise.

To support easy large-scale deployment and management throughout the enterprise, Palm Computing is working with partners, such as Computer Associates, to offer automated software delivery. Through this partnership, they are also offering products to manage assets and inventory, facilitate tracking, and administer system software configurations.

For your training needs, the Palm™ Training Alliance helps enterprise customers train their workforces on how to integrate key enterprise applications with handhelds. Partnering with other enterprise-class training partners, such as Franklin Covey, the Alliance provides easy access to high-quality trainers, courses, and instruction materials.

Year 2000 compliant

All Palm Computing products are Year 2000 compliant. For more information, visit www.palm.com/custsupp/helpnotes/palmapps/year2000.html

Robust Security for the Enterprise User

All Palm Computing® platform products incorporate the robust security requirements crucial for any enterprise, including protocol- and script-based authentication, confidentiality, data integrity, and non-repudiation. A cryptographic library is available for building custom, end-to-end security into any application.

This focus on security includes wireless handhelds as well. Through a partnership with Certicom Corp., a leading provider of cryptographic security technologies, the new wireless Palm VII™ handheld features security suitable for electronic commerce.

Looking to the Future

The Palm Computing platform continues to fuel the growth of Internet and wireless handheld applications, accelerate the convergence of voice and data technologies, and shape the development of future mobile appliances and applications.

New Products

Palm Computing announced the Palm VII handheld which marks the beginning of a whole new class of wireless information access products that will drive e-commerce and critical mobile solutions on the Internet and behind the corporate firewall. Palm VII architecture is network independent. Future international implementations will leverage the appropriate local network infrastructure.

New Collaborations

Palm Computing is also collaborating with Aether Technologies, leveraging its Aether Intelligent Messaging (AIM) wireless technology, to develop next-generation messaging solutions for the enterprise and promote the deployment of wireless technologies.

To accelerate the development of new solutions for mobile information appliances, such as cellular telephones, messaging devices, data communicators and smart phones, 3Com Corporation acquired Smartcode Technologie of Montpelier, France. Smartcode is a leading developer and provider of wireless data communications and Internet access software technology used by many of the world's leading cellular telecommunications companies.

“By arming our mobile workforce with these portable Palm devices in an initial field trial, service technicians have already seen significant productivity increases every day. We've reduced the downtime resulting from the interaction needed between an on-site technician and a human operator at the other end of the line when servicing our customers' alarm systems using the Palm Computing device and a modem connection. Not only will this initiative contribute to our franchisees' bottom line in hard dollars, but they will also realize the strategic benefits of an empowered workforce that is more effective at the job site.”

Raj Rajadhyaksha
Chief Technology Officer
Sonitrol Corporation





New Partnerships

To promote the convergence of handheld computers and telecommunications devices, Palm Computing initiated a partnership with Alcatel, a leading manufacturer of telecommunications devices. Initially, Palm Computing platform handhelds will be combined with Alcatel's GSM mobile phones to create an easy-to-use, two-part communications device.

The partnership is working to define an open, standard Application Programming Interface (API) between any handheld device and mobile phone or telecommunications terminal.

“I store in my IBM WorkPad information on drug dosing, procedures and patients — basically, all the things you can't remember, but need to. It's a 'peripheral brain' that keeps information at my fingertips in my pocket. The best thing is, you can always add additional information and it doesn't get any thicker.”

Wesley Davis, M.D.
Department of Obstetrics-Gynecology
Wake Forest University Baptist Medical Center

Anywhere You Need to Go

Palm Computing and its partners are driving the explosive growth of the handheld computing market. With smart, industry-ready solutions, the Palm Computing® platform is providing leading enterprises with a critical handheld component to their mobile computing strategies.

In choosing the Palm Computing platform, your enterprise can access a breadth and depth of hardware and software solutions that meet virtually any handheld computing need. Call today to learn how to leverage the strength of a standard, open platform that's easy to develop for and to deploy.

The Palm Computing platform will take your enterprise anywhere you need it to go.

Instant. Easy. Anywhere.

Visit our website to learn more
about the Palm Computing® platform.
www.palm.com/enterprise





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