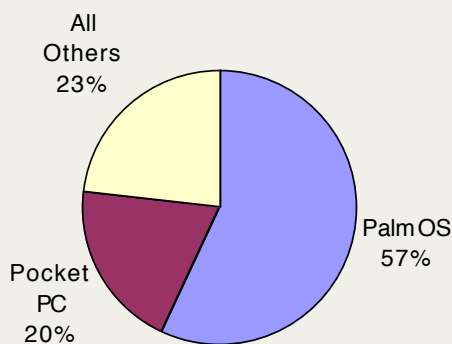


Why Palm OS?



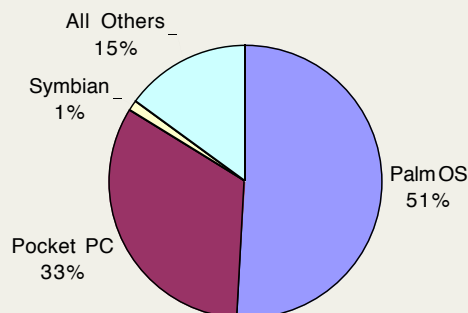
Palm OS® is the world's most popular software for Palm Powered handhelds and smart phones. It makes mobile devices easy to use and carry, and supports the widest range of hardware and software – so people and companies can choose the products that are best for them.

2001 WW Sales of Handhelds



Source: IDC, Smart Handheld Devices 2002

2001 WW Enterprise Sales of Handhelds



Source: Gartner Group, 2002

Palm Powered™ handhelds are so popular because they're easy to use, they're easy to carry, and they support the widest range of hardware and software, so they can match almost anyone's particular needs.

Easy to use

The Palm OS platform's ease of use means low training costs, high productivity, and fast deployment. Typical usage sessions on a handheld are shorter than on a PC -- the user gets in, captures or accesses data, and gets out. In that model, a user can't afford to fumble around with nested dialog boxes and hidden commands. The system's design must anticipate user needs and take care of them in advance. The designers of the Palm OS think like a user, sweating the details of how a product will actually be used and how to make that simple and lightning-fast.

Make common actions instant.

Throughout a Palm Powered system, the most important user actions have been made the easiest to access. Pressing the calendar button takes you to today's appointments, rather than the last day you worked on. A single button press beams a business card. A single stylus tap adds information to an appointment.

Preserve document fidelity. Users expect their documents not to be mangled when they edit them. Document editing solutions on the Palm OS, such as Documents to Go, WordSmith, and QuickOffice, generally preserve the formatting and features (tables, pictures, etc) of Word documents when edited. Document editing on Pocket PC's Pocket Word can severely change the formatting of documents, and strip features like font information, tables, footnotes, headers and footers, and line graphics.

Protect user data. The Palm OS HotSync® synchronization software backs up the user's data every time the device is synchronized; Pocket PC backs up only selected databases designated by the user. Users desiring to back up all their data on those systems must launch a separate, very time-consuming backup function. This becomes a more severe problem because Pocket PC generally has a short battery life - as little as two days in normal usage, compared to a week or more for Palm Powered handhelds. This can put user data at risk on even a short business trip. The combination of long battery life and automatic backup on Palm OS gives excellent protection of a user's data.

Lowest cost of ownership. All that ease of use adds up to big savings for organizations that buy Palm Powered handhelds and smart phones. A recent study by the Gantry Group in May, 2002 found that Palm Powered handhelds had a 41% lower cost of ownership compared to handhelds running Pocket PC. The Palm OS advantage included 61% lower IT service cost, 26% lower support cost, 72% lower training cost, and 34% lower device cost.

The widest range of hardware and software

Palm Powered systems are customizable to the needs of an individual user or of a corporate department. User needs vary tremendously, and Palm OS's "one size fits one" philosophy matches their needs much better than the "one size fits all" design used by other handheld systems.

Wide choice of hardware, supported by one consistent OS. Different people, and different departments in an organization, need different types of hardware. The sales department might need smart phones, with a mobile phone and handheld features built into a single device. The marketing department might need high-end multimedia handhelds for presentations. Manufacturing might need an industrial handheld. Other departments might need only mainstream handhelds, and be unwilling to pay for features they won't use. Palm OS lets a user or corporation choose among all these different types of hardware, with a single consistent software platform, including OS, applications, user training, and development environment. This lets an IT manager meet the mobile device needs of the entire company with one set of infrastructure, and frees a user or

departmental manager to choose the hardware that best fits his or her needs.

The best selection of add-on software and hardware. As everyone found in the PC market, the platform with the most software and hardware gives customers the most flexibility. Palm OS is by far the leader in this space, with more than 15,000 software programs, more than three times that of other operating systems. Palm OS software programs range from databases and spreadsheets to video players and language translators to hundreds of vertical applications tailored to the needs of almost every profession -- doctors, contractors, lawyers, accountants, etc. In add-on hardware, Palm OS also gives the widest variety of choices. Depending on the handheld model they choose, Palm OS users can add a digital camera, MP3 player, cell phone, GPS (global positioning system), wireless 802.11b high-speed LAN connectivity, a wireless modem, and a portable folding keyboard. Software available on add-in cards includes travel guides, memory expansion, backup, games, or a dictionary and thesaurus.¹

Works with Windows - and a lot more. To a corporation, one of the most important uses of a mobile device is working with corporate data. This data is typically managed by a variety of back-end systems from companies like Oracle, SAP, Sun, Lotus, RSA, Microsoft, and Siebel. Because PalmSource is focused only on the mobile market, it has been able to create close, cooperative relationships with the leaders in corporate computing. Palm Powered systems integrate very well with a wide variety of computing systems - obviously including PCs running Outlook, but also systems like Lotus Notes and Macs. Pocket PC can

have challenges when integrating with anything other than a pure Microsoft environment.

Easy to carry

The Palm OS is designed just for mobile devices. It uses memory and battery power very efficiently, enabling Palm Powered hardware companies to design extremely small and lightweight systems. Palm Powered handhelds start at less than four ounces and five cubic inches (that's smaller than most wallets), and their batteries can last up to weeks without a recharge.

The efficiency of the Palm OS also makes it easy for anyone to afford a handheld. Palm Powered systems range from sub-\$100 basic handhelds, to high-end multimedia systems, smart phones, and industrial handhelds.

¹ Check with the hardware manufacturer for information on what is included with your system. Addition of third party software and hardware often requires a separate purchase. There are often service charges for wireless coverage. Wireless service not available in all areas.



PalmSource, Inc.
1240 Crossman Avenue
Sunnyvale, CA 94089
U.S. (408) 400-3000
www.palmsource.com

Features and specifications subject to change without notice. ©2002. PalmSource, Inc. Palm OS and the Palm logo are registered trademarks, and Palm Powered, Palm, the Palm trade dress are trademarks of Palm, Inc. or its subsidiaries. All other products and brand names may be trademarks or registered trademarks of their respective owners.
102102

