



## Top 10 Frequently Asked Questions

### 1. What does VirtualWorks do?

VirtualWorks™ is tackling the business challenge of data sprawl, which has become a barrier to business performance because data is the main asset of any organization in the information age. VirtualWorks breaks down the walls between application silos to tame data sprawl and deliver a more productive computing experience.

### 2. What is the company's mission?

To unleash the power and value of information no matter where it resides within the organization. VirtualWorks makes all company content instantly and securely accessible – regardless of what it is, where it lives or who needs it – through an affordable 'out-of-the-box' software system.

### 3. What is content virtualization, and why do organizations need it?

Content virtualization promises to contain and reverse the overload of information suffered by organizations of all sizes. It abstracts content from disparate application silos, records the metadata in a single index, and federates the results, so users can securely and rapidly access business-critical information from any application, location or device – whether that data is structured or unstructured, stored in the cloud, or hosted locally.

While data center virtualization has lowered costs and made IT management simpler for administrators, end users have experienced more complexity in managing content across devices and locations. By leveraging the power of content virtualization, a broad range of organizations, from SMBs to large global enterprises, can solve a critical pain point for frustrated workers trying to find information they need in a timely manner across a variety of applications, locations and devices.

### 4. What is the Virtual Index Architecture and how does it work?

The Virtual Index Architecture™ is a pre-integrated, extensible framework that leverages a deep understanding of applications and stored metadata to render an image of all enterprise content across diverse applications, network and cloud architectures, data storage systems and formats. VIA defines the framework the company will use to build its content virtualization products and the structure and logic by which different capabilities are going to be developed over time by both VirtualWorks and third-party independent software vendors (ISVs).

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The architecture opens up a whole new set of options for securely accessing content across a variety of locations and devices. It enables increased employee productivity and deeper information insight – whether for reporting, auditing, search or even creating new applications based upon a common index.

**5. What is the Universal Index Framework?**

A critical component of the Virtual Index Architecture is the core index itself. This index becomes the unifier for all information by understanding the inner workings of each application and mapping out the entirety of an enterprise’s content repository. Known as the Universal Index™, this core index engine makes up the heart of the VIA framework and makes data easily accessible, regardless of format or structure. Content can be stored anywhere – behind the firewall, in the cloud or anywhere in-between and still be part of a Universal Index. The indexing framework collects, interprets and indexes data on a real-time, continuous basis.

**6. What are Cross-Indexers?**

Modular, Cross-Indexers embrace new applications. They understand the structure and metadata of specific applications and are used to play any commercial SQL-based application into the Universal Index without custom integration. Just plug and play.

**7. How does VirtualWorks ensure information security?**

The Virtual Index Architecture integrates with Active Directory and other authentication systems for secure access control. Permissions are checked whenever the Universal Index is queried, so users only view documents they are authorized to see.

**8. When will VirtualWorks ship its first products?**

Our first content virtualization platform will ship later this summer.

**9. How can I purchase VirtualWorks’ products?**

VirtualWorks is a channel-oriented company that sells through distribution to value-added resellers. To locate a reseller in your region, please contact VirtualWorks at:

- . U.S. 561.327.4900
- . Norway (+47) 81 536 863
- . Sweden (+46) 70 543 7700

## **10. Will VirtualWorks plan to publish its APIs?**

Yes, VirtualWorks plans to publish programming interfaces in the future. VIA is designed to make it fast and easy for third-party developers to create new index-enabled applications and plug-ins that optimize the value of information for organizations.

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