

Greater IT complexity and failing end user adoption are key issues for IT executives deploying SAP according to new research

datango showcases solution to these problems at SAP UK & Ireland User Group Conference, 2009

Maidenhead, UK, 5th November 2009 – datango AG, the leading independent provider of software that accelerates time-to-value and increases user acceptance of mission-critical systems, today announced that, at the SAP UK & Ireland User Conference, it will showcase the solution to IT executives' most pressing concerns when rolling out SAP, according to new research.

In a recent research report conducted by Neochange, SandHill.com and the Technology Services Industry Association (TSIA) titled, "Achieving Enterprise Software Success 2009", two thirds of respondents cited an increasingly complex IT environment versus the environments of five years ago as an inhibitor to success in the deployment of enterprise software. Further, almost two thirds defined a successful deployment as one that achieved high levels of usage, while over seventy percent of respondents declared effective user adoption is the most important factor for realizing value.

Dr. Jochen Wiechen, Chief Technology Officer of datango, comments, "Through the datango performance suite (dps), we are able to act as the layer between the application user and the system itself, preventing errors, enhancing usability and ensuring seamless transitions across applications that are covered within a single process. We effectively deliver an assistant that will guide a user through the process optimally – every time."

Dr. Wiechen continues, "dps was developed not only with a focus on the users of business applications such as SAP, but also with an eye on those that support these users pre- and post-go-live. While we have documented that our software can reduce help-desk calls by up to 60% and reduce error correction time by 40%; it is equally important to

emphasise that we are also able to remove 75% of the time and costs affiliated with the preparation of user training, change and support materials. The result is not only enhanced adoption and lower complexity, but also a more rapid and cost-effective route to this enhanced ROI.”

datango will demonstrate these capabilities at the UK and Ireland SAP User Conference on November 23rd and 24th. With the event’s main focus being the issues surrounding education and SAP updates, the value of the datango performance suite is highly relevant to the agenda. The SAP conference brings together SAP experts and leading industry representatives from Great Britain, Ireland and the rest of Europe and includes more than 80 presentations with a tradeshow of 75 exhibitors. datango will be available within the tradeshow area to show how dps can increase adoption of SAP faster and more cost-effectively than ever before.

The details at a glance

- Event: SAP UK & Ireland User Group Conference 2009
- Location: Manchester Central (GMEX/MICC)
- Date: 23rd and 24th November, 2009
- datango stand: S4
- www.sapusers.org/conference2009/

For more information on datango and the datango performance suite 2009, visit www.datango.com.

About the Research:

“Achieving Enterprise Software Success 2009,” is a research initiative of Neochange, SandHill.com and the TSIA. It pulls back the curtain on the drivers, expectations and responsibilities surrounding the concept of software “success.” The 2009 survey of 353 software buyers and sellers yielded new insight into today’s IT environment. The 2009 study updates the findings of a similar survey released in 2008 and explains how the industry has changed over the past two years. More information is available at www.neochange.com.

About datango:

datango AG, founded in 1999 and headquartered in Berlin with offices in Europe and the Americas, provides software solutions that accelerate time-to-value and mitigate the risk of end user failure for mission-critical enterprise applications. Profitable since 2004 and with the support of Hasso Plattner Ventures and EXTOREL since 2006, datango took over the "Knowledge and Performance

Solutions" business unit of the Swedish company Enlight AB in 2007. datango now has more than 750 clients, millions of users and successful partnerships with leading system integration and enterprise software companies globally. For more information, visit www.datango.com.

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