

## Web-based technologies give you access to powerful online tools without the IT headaches.

In the early 90s, CSC climbed out on a technological limb. While most service companies were investing heavily in developing software based on the popular client/server model, CSC opted to go a different route and begin developing web-based applications.

“CSC’s chief information officer had the foresight in early 90s to launch a customer extranet so that customers could view and manipulate their data,” explains CSC Sales VP Jennifer Kenton. “No one else thought that was important at the time, but we knew that customers would want to gain access to see and manage their compliance.”

Since CSC managed these transactions and maintained their most current information, Kenton says. “We gave our customers direct access to that information, so they could use our files as a database.” The products CSC offers today evolved from those first steps, she explains. “CSC IncSpot was the first interactive business-to-business site in our industry. We exploded company records into CSC RecordCenter, we exploded service of process history into same day service and ultimately into CSC PowerBrief,” Kenton says, listing some of CSC’s powerful suite of legal management

tools. “Ever since, our competitors have been playing catch-up; they continue to offer weak copies of our innovative solutions.”

The difference between the applications provided by CSC and those provided by competitors is the fact that they are fully web-based and not merely web-enabled. What is the difference, and how do the differences impact customers?

### *What’s the difference between web-enabled and web-based applications?*

Web-enabled applications are typically bridges, or web front-ends that companies create in order to provide some form of access to their original client/server programs. In these systems, much of the software resides on the client’s network, and two interfaces are required to connect the client-side software with the back-end web applications.

With web-based applications, there is no software on a client’s network; the application resides on a web server provided by CSC outside of the client’s network. Web-based applications require only a web browser, security clearance, and access to the website for a user to connect and use the product. No



