

PacStar IQ-Core Software Usability Study

The PacStar IQ-Core[®] Software usability study was designed to quantify the usability benefits of IQ-Core Software for users with no prior training or experience on a communications system.

This study and all associated data, was conducted and analyzed by a third party company not affiliated with PacStar. The participants were untrained users from the Portland, Oregon area who were asked to perform two tasks on the PacStar 5500 deployable communications system using both the IQ-Core Software and an equivalent manual method. Completion time, success rate, number and type of errors committed, as well as subjective assessments of the system's usability were measured for each task and method.



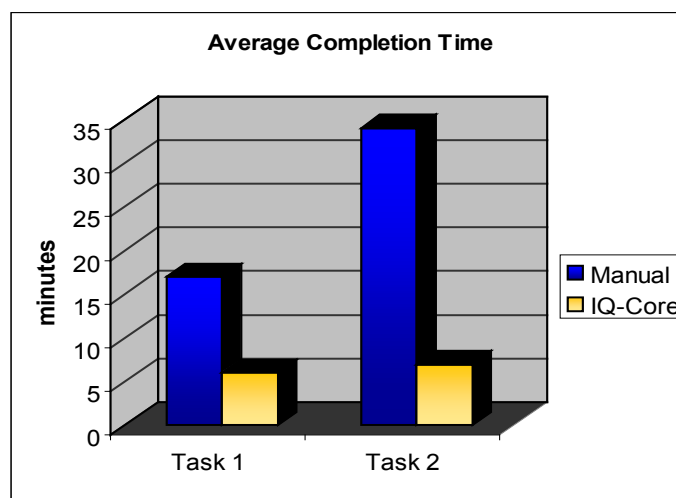
The study confirmed that the IQ-Core Software and its configuration wizards allow users to perform tasks with fewer errors, in less time, and with higher levels of confidence. The following information are the end results of this study. Also included, are participant testimonials about IQ-Core Software.

Less Time

Faster completion of routine tasks yields a rapid deployment

Participants performed two configuration tasks that are common for any communications system. Participants were able to complete both tasks significantly faster with IQ-Core Software than with the equivalent manual method. The Software simplifies set-up and management of COTS networking/communications equipment and applications, allowing for a more rapid deployment.

Average completion time for both tasks was 4.4x faster

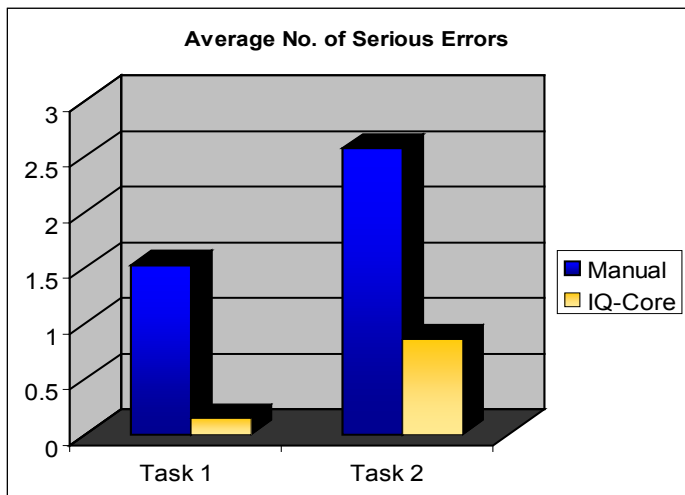


Fewer Errors

IQ-Core Software reduces error rates and downtime

Participants recognized and were able to correct both minor and serious errors on their own when using the IQ-Core Software. Correction of errors was not possible with the equivalent manual method.

Error rates were 4 times lower with IQ-Core Software



"There were fewer steps and the steps were less complicated using the IQ-Core Software. The software made the process much easier and there was less room to make mistakes."

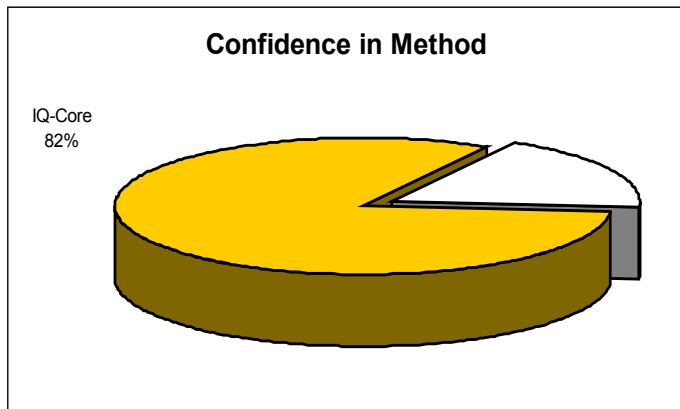
- Participant 7

Higher Confidence

IQ-Core Software increases confidence by 100%

After comparing the methods, users were twice as likely to feel confident using the system with the IQ-Core Software versus the manual method.

82% of participants felt confident they could use the IQ-Core Software wizards with no training



"IQ-Core Software was all within one window, one program. This made the entire process less daunting. I was more comfortable using the software-based method because it guided me through each step."

- Participant 8



PacStar™ IQ-Core™ Software provides configuration and comprehensive system self-management for the PacStar 5000- and 6000-series products. This intelligent software makes the solutions easy to deploy and maintain, and includes unattended monitoring and alerting. Originally designed to meet stringent DoD requirements, PacStar IQ-Core Software minimizes training and administration demands.