



THINK5 WHITEPAPER

To have optimal benefit of the website's communication possibilities

Mönchengladbach, 01.12.2010

Who we are and what we do

The Company

The THINK5 GmbH, with its location in Moenchengladbach, develops **effective and innovative solutions for communication on the internet** as well as for internal business communication. With the development of the **Live Shopping Advisor-Technology (LSA)** the THINK5 GmbH enables the personal **real time customer consulting** to sale products on the company's own website/online shop. Thus the consulting gap of the internet can be closed, and the internet-sales gains a really new dimension.

With the help of the GroupChat Web Solution, the own website can be upgraded to a **social network** and the company has the ability to hold video-conferences with customers and business partners fast and easy by using the GroupChat. The GroupChat Messenger enlarges these properties by an internal business communication.

Our goal is, not only to make **optimal use of the communication possibilities of websites**, but also to improve and to enhance this as well as to optimize the internal and external business communication. As a product developer in the ITK branch, THINK5 has extensive competencies in implementation and technical implementation available and is of course able to cope with every customer request.

Products

THINK5 offers two different kinds of products:

- **Communication**
- **Consulting**

These kinds of products include **three** different **products** (see figure):

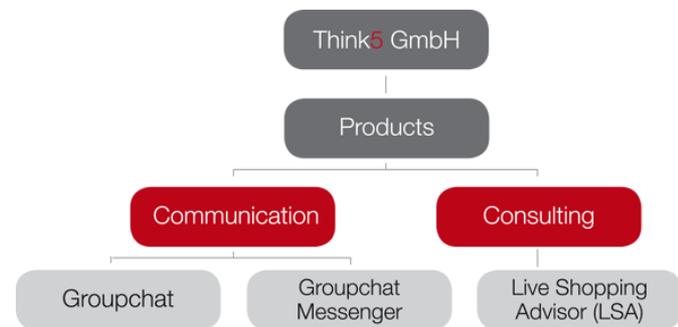


Figure: Product-organigram



Product description

GroupChat Web Solution

The THINK5 GroupChat Web Solution allows a new dimension of communication **on the own website**. Users can communicate among each other and companies to customers and business partners, in real time on the own website. With the **fast and easy integration** of a just 5 line HTML/JavaScript code into the website's code, the chat software is ready to use immediately. The GroupChat Web Solution runs out of the browser and is available for customers without of any installation, just by calling the website. The possibility of the integration of the own corporate design raises the recognition value as well as the user's identification with the company. By integration the GroupChat Web Solution, **the website can be upgraded to a social network easily**, because up to 5.000 users can communication among each other on the website, simultaneously.



GroupChat Messenger

The THINK5 GroupChat Messenger allows an **effective internal business communication** in real time. Up to 5.000 users are able to communication via video conferences or text-chat simultaneously.

Because of the **fast and easy installation**, the business communication gets new dimensions without big effort. For implementation of the GroupChat Messenger, an easy to integrate file (for Windows, Mac OS and Linux) will be installed on each employee's computer. After that the chat software is fully ready to use. The installation file will be created **individual for each company**, so we guarantee highest safety by the internal communication.

The GroupChat Messenger can be **replenished with the GroupChat Web Solution**, this can be useful to get into contact with international business contacts by just using the website.





Product description

Live Shopping Advisor

By using the innovative **LSA-Technology** the THINK5 Live Shopping Advisor allows the **active sales on websites** and in online shops by personal **real time customer consulting**. That leads to a really new dimension of the consulting in internet-sales. For installation a just 5 line HTML/JavaScript Code have to be integrated into the website's code, in addition to that a small file has to be installed on the operator's computer. After that the chat software is fully ready to user. The Live Shopping Advisor **runs out of the browser**, and is available for customers without installing anything, just by calling the website. For the operator's encouragement, different parameters can be chosen for selecting the users. If these parameters apply to a user, this is displayed on the operator's computer, who can now appeal to the customer proactively. The possibility of the integration of the corporate design, creates a high seriousness and raises the user's identification with the company.

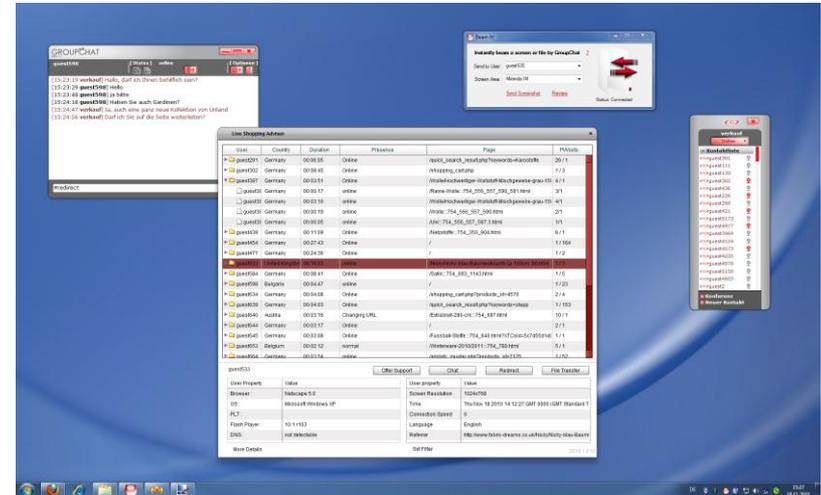


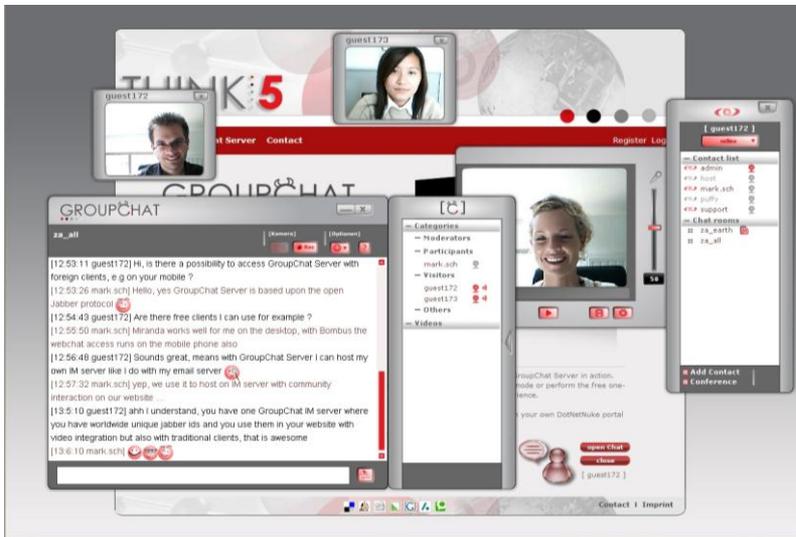
Figure: Live Shopping Advisor



Our Philosophy

The THINK5 product portfolio stands in a constant further development process and **searches for every need, request and wish of customers an adequate solution**. Every of the three products is fitted with all available properties and requires **no cost-intensive upgrade**, thus all monthly costs can clearly be assigned previously.

All products are available as a **hosted-** as well as a setup version. By using **the setup version**, the product will be installed and operated by the customer. By using the hosted version, THINK5 resumes all chat-services, e.g. setup and maintenance. This is saving costs and guarantees a safe and efficient communication.



GroupChat Web Solution



GroupChat Messenger



Why THINK5?

Because of the **simple and direct dialogue** with customers, employees and business partners by using the THINK5 chat software, we give internal and external business communication a completely new dimension.

Our **qualified and competent employees** cater for, that each several product will be **aligned to the individual customer needs**. Because of this we can guarantee a high safety of our products.

Whether website, corporate network or online shop, the THINK5 products cater for a modern and efficient communication with each target group –and that at the fastest and easiest integration.

The good **price performance ratio**, the very easy to calculate costs and the innovative properties makes THINK5 and its products to an ideal and essential **partner for each company**.

WE LOOK FORWARD TO YOUR CHALLENGE!

YOUR CONTACT PERSON

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