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ONDEMAND SOFTWARE LAUNCHES ONDEMAND PERSONAL NAVIGATOR 8.5

Superior Context Sensitive Help and Enhanced Usability Focus for Latest Version of Synchronized Content Platform

KING OF PRUSSIA, Penn. – June 2, 2004 — OnDemand Software, a division of Global Knowledge, today released version 8.5 of its OnDemand Personal Navigator™, delivering context sensitive help, enhanced usability, ease of deployment and scalability for its rapidly growing Global 2000 customer base.

OnDemand Personal Navigator 8.5 provides a synchronized content development platform for business process documentation, user training simulations, and performance support throughout the lifecycle of an enterprise software application project. It is the preeminent solution that enables organizations to establish an enterprise platform that meets the needs of both implementers and end-users alike. With the help of OnDemand Software, more than 850 Global 2000 companies are deriving greater business value from their enterprise application deployments.

"The operational success of enterprise application investments is largely contingent upon the speed and proficiency with which employees can execute business processes using the technology," states Michael Brennan, program manager of Learning Services Research at IDC. "Flexible training and performance tools like OnDemand have proven critical to enabling successful implementation and use over the long term."

New and improved capabilities of OnDemand Personal Navigator 8.5 include the following:

- **Context Sensitive Help Menu Integration** – offers a closed-loop solution allowing organizations to deliver in-context, step-by-step instructions that maintain the quality of the process while reducing the risk of errors. This zero-footprint solution provides a context-sensitive link directly from the help menu of either SAP or PeopleSoft, allowing organizations to tailor applications to help deliver the right information at the right time.
- **Usability Enhancements** – provides several enhancements that are designed to reduce the time and cost of content development. Further, the solution provides end-users simplified web-based navigation.

- **Ease of Deployment** – includes the ability to deploy searchable content within non-Microsoft environments. Users can now benefit from the enhanced search feature allowing them to accurately search for topics without the use of IIS.

“On Demand Personal Navigator is gaining significant momentum as more organizations realize the value the platform brings in terms of time to competency, reduced content development costs, and overall acceleration of ROI on their enterprise applications,” said Kevin Riley, president of OnDemand Software. “We are listening closely to our customers and leveraging the domain expertise of our partners to continuously enhance the usability and ease of deployment of the OnDemand platform.”

About OnDemand Software, a division of Global Knowledge

OnDemand Software is the leading worldwide provider of software solutions that enable rapid adoption, broad acceptance and increased accuracy in the use of enterprise applications related to enterprise resource planning, supply chain management, procurement, e-commerce and customer relationship management. The flagship product, OnDemand Personal Navigator, provides a synchronized content platform for documentation, training and performance support. Founded in 1986, OnDemand Software has more than 850 Global 2000 customers in 12 countries. OnDemand Software is a division of Global Knowledge, a Welsh, Carson, Anderson and Stowe portfolio company, and is headquartered in King of Prussia, PA, with offices located worldwide. Additional information can be found at www.ondemandgk.com.

About Global Knowledge

Global Knowledge, dedicated to improving the way professionals and enterprises learn, use, and master technology, is a worldwide leader in IT education and learning solutions. The company delivers a broad array of IT training courses covering its own proprietary content as well as material for such leading companies as Cisco, Nortel, Oracle, Red Hat, Foundstone, and Internet Security Systems (ISS). Global Knowledge’s LIVE Virtual Classroom e-Learning, Self-Paced e-Learning, and traditional Classroom Learning options enable customers to choose when, where, and how they want their learning solutions delivered. Other value-driven solutions for building skills or preparing for certification include enrollment, assessment, progress tracking, and software that enable rapid adoption, broad acceptance, and increased accuracy in the use of enterprise applications. Headquartered in Cary, NC, the company is privately held. For more information visit www.globalknowledge.com.