

# Javelin

## Feedback Management Platform 2.0 Datasheet

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The Javelin Feedback Management Platform is a comprehensive solution intended for the centralized management of enterprise-wide full-lifecycle feedback projects. The platform features powerful and easy-to-use tools for designing web based questionnaires, managing and reporting on response data, as well as setting up ongoing feedback management processes. Designed for enterprise use, the Javelin Feedback Management Platform is a highly scaleable, multi-user system that supports collaborative development and project sharing by large workgroups. The software suite comprises of the Javelin Workbench and the Javelin Feedback Server.

### Comprehensive design and deployment functions

Intuitive design features with a variety of built-in question types and layout options make it easy to create professional, media-rich, web-based feedback forms and questionnaires. A rich set of deployment options support a wide range of publication requirements and make ongoing data collection programs easy to set-up and manage.

### Standardized presentation of all feedback instruments

Standardized presentation templates for feedback instruments ensure consistency with corporate branding requirements and guidelines. Flexibility to create custom themes accommodates specific requirements for individual departments.

### Collaborative program management

Powerful online collaboration features allow designers and analysts to share project documents and data throughout the design-deploy-analyze cycle of the feedback management program.

### Secure environment with role-based access control

Project/folder and user/group paradigms combined with policy-based access control facilitate project management with the enforcement of hierarchical user access to system functionality and security of data.

### Powerful data analysis, reporting and dashboard publication

Advanced reporting functions allow for real-time data analysis, with fully customized reports containing statistical summaries, commentaries, and several kinds of graphs and charts. Management Dashboards containing custom reports can be easily created and securely published to the Internet, making them readily accessible.

### Standards based integration services

Web services based integration interface allows the system to easily integrate with existing CRM/Helpdesk or other enterprise information services using standardized XML documents.

### Key Benefits

- Rapid development and deployment
- Consistent branding
- Powerful reporting
- Increased ROI
- Leverage existing IT infrastructure
- Centralized process control
- Integrated feedback management solution

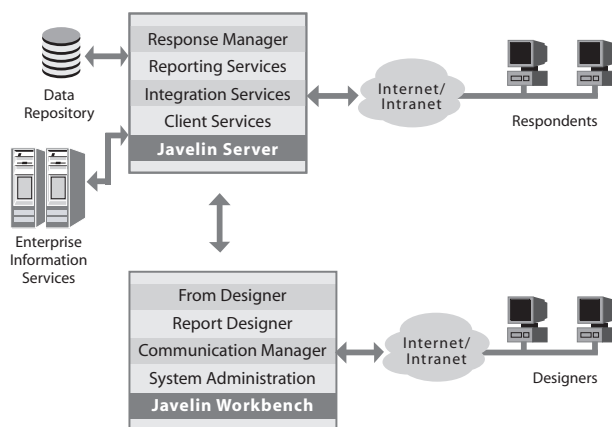
## Components

### Javelin Workbench

Designers interact with the Workbench to create, deploy, and manage all survey instruments. The Workbench also provides features to create reports and dashboards as well manage communications with respondents. Administrators use the Workbench for tasks such as creating user accounts, organizing workgroups, and controlling system access.

### Javelin Feedback Server

The Feedback Server provides the services needed to store questionnaires, present the questionnaires to respondents, collect response data, and generate reports and dashboards. The Server handles interactions with the Workbench to provide email and management services as well as services for integration with other systems.



The Javelin Feedback Management platform  
Java based cross platform client-server suite

### About Javelin Tools, Inc.

Javelin Tools, Inc. is a leading provider of Enterprise Feedback Management and Market Intelligence Systems. Our feature-rich enterprise solutions provide business intelligence and significant cost savings. Javelin Tools, Inc. is privately held and is headquartered in Pleasanton, CA.

4847 Hopyard Rd, Ste 4-415, Pleasanton, CA 94588  
www.javelintools.com | (408) 961 0096 | info@javelintools.com

## System Requirements

### Javelin Workbench

Any operating system platform running the Java2 Runtime Environment with Java WebStart.

### Javelin Feedback Server

- Any operating system platform running the Java2 Runtime Environment.
- Most industry standard web servers that support Java Servlets and Java Server Pages.
- One of the following relational databases:
  - Oracle 10g
  - Microsoft SQL Server
  - PostgreSQL

## Representative Applications

### Direct Applications

- Market Research
- Helpdesk Service Evaluation
- Employee Satisfaction/Reviews
- Facilities Evaluations
- Remote Data Entry
- Corporate Internal Research
- Education Course Evaluation
- Focus Group Studies

### Integrated Applications

- CRM/Helpdesk systems
- HR systems
- Issue Tracking Systems
- Other Enterprise Information Systems