

2.0 TECHNICAL APPROACH

The [INSERT COMPANY NAME] Team proposes to implement an integrated team approach to support the [INSERT AGENCY NAME]. Our team will provide [INSERT AGENCY NAME] with superior, efficient, and comprehensive technical support, including phone support, help desk support, general office automation support, installation support, network support, software installation and upgrade support, and database support.

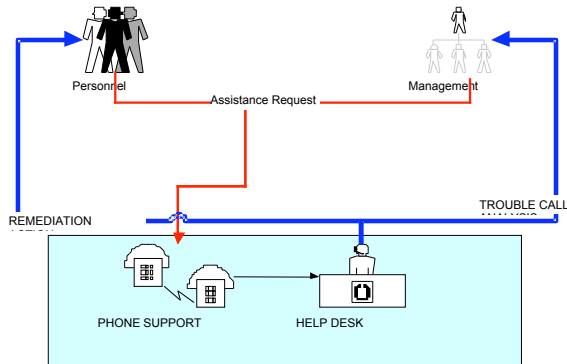
2.1 CLIENT SUPPORT

The process of customer service is highly dependent on securing executive level commitment. Obtaining executive input on current status, expectations, and agency goals is the first step in creating a clear picture of where the [INSERT AGENCY NAME] is today and what the target facilities support will be in the future. The [INSERT COMPANY NAME] Team refers to the process of creating these pictures as Level Setting/Understanding Expectations. The [INSERT AGENCY NAME]' customized version of this process may include, but is not limited to the following:

- Securing executive level commitment.
- Identifying and quantifying performance expectations.
- Identifying business units and stakeholders.

Specifically, the [INSERT COMPANY NAME] Team will use a combination of standard and customized management tools, including Applix, to facilitate the creation of an efficient, consistent, and repeatable methodology. We recommend that either Peregrine or Visionael be used in tandem with Applix. Both Peregrine and Visionael are recommended as leading asset management tools with a very flexible range of capabilities. This allows us to accurately report configuration status and alternate routing if a piece of equipment goes down, etc.

Exhibit 2.1-1. [INSERT COMPANY NAME] Team Proposed Client Support. Client satisfaction originates with responsive actions to user needs.



[INSERT COMP NAME] CUSTOMER SUPPORT CENTER



IMMEDIATE ON-LINE ASSISTANCE	SME ASSISTANCE	OEM/MFGR/ OUTSIDE SME ASSISTANCE
< 15	1-4 hours	< 24 hours

As seen in Exhibit 2.1-1, [INSERT COMPANY NAME] Team Proposed Client Support, our client support is designed to provide immediate response to [INSERT AGENCY NAME] personnel's needs via phone and help desk support. Our process includes a formal, three-tiered problem escalation process that assures problems are promptly resolved and managed, including appropriate, continuous reporting.