Results Engineering's unique approach is to provide a phased methodology in which your organization's solution is implemented with the fastest return on investment, combined with the lowest risk.

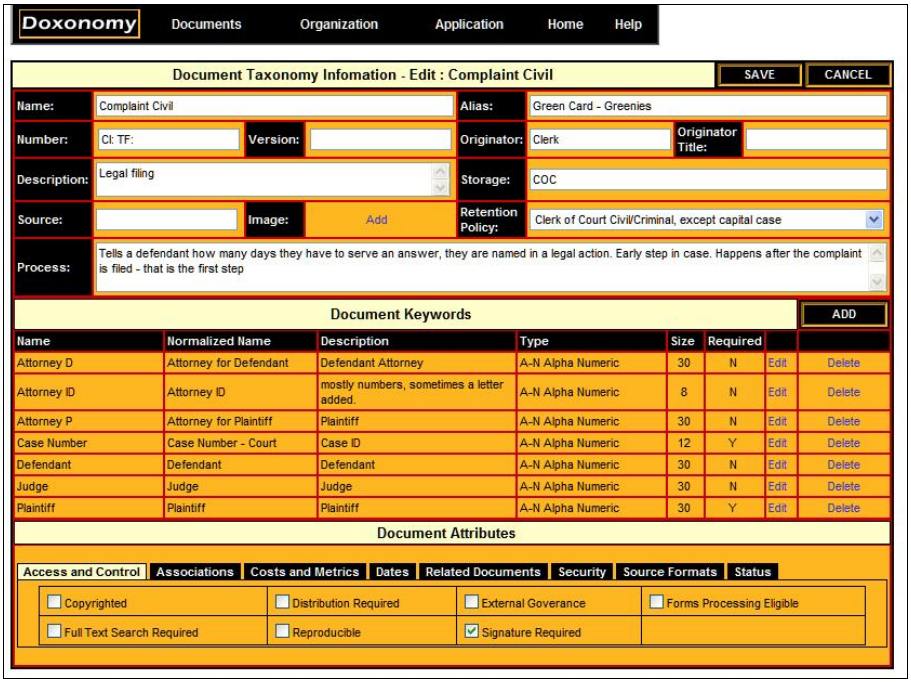
Our proven methodology is to implement the pilot functionality in one department, installing infrastructure that is built for the enterprise. Using a modular product such as OnBase, once the infrastructure (database, storage, network, and software) is installed it is relatively easy to add users, departments, document collections, and features. This approach fits very well with your organization's phased strategy.

There will be a detailed design for each department that will be completed up front. We have found that each department manages very different document types and has existing business applications that have interface issues.

This is a low-risk, high reward approach that provides the most benefit in the shortest amount of time. It is a time-proven approach that offers repeatable success with the lowest risk. Studies show that the benefits of merely removing paper from business processes offers 60% to 80% of the major cost savings provided by this type of technology.

Results Engineering's approach and methodology involves comprehensive training, including vendor training for system administrators, user training via "train the trainer" approach, and a partnership with your IT department so that your organization can take full ownership of the system. We work side by side with your support, administrative, network, security, database and Help Desk personnel to provide a rich technology transfer. This approach has been proven in numerous situations and ensures a successful implementation.

Results Engineering has developed a unique tool to develop cross-department requirements at the early stages of the enterprise project. This approach sets the Results Engineering Team apart from all of other vendors. One of the biggest shortcomings of an enterprise implementation that is tied to Document Management is a poorly constructed document infrastructure. Results Engineering recognized this problem years ago and developed Doxonomy™ to address this common problem in document management system design. Doxonomy is to document management what data modeling is to database design; that is, a crucial, but often overlooked step.



Doxonomy stands for Document Taxonomy. Just as a scientific taxonomy deals with the classification of living things, Doxonomy is a method for classifying documents, whatever their form. Up to 57 pieces of information are recorded for every piece of source material. This data ranges from basic identify to keyword candidates to security and access information. The information is stored in a SQL Server database that can be accessed by both Results Engineering and the Client via our web portal. Access to Doxonomy is provided by an administrator. It is possible to specify who in your organization may see what information, including security and access data. This is the framework of the documents your organization uses.

Keywords are made visible. For example, different document types may use DOB, D.O.B., Birth Date, Birthday and Date of Birth. Using keywords, all of these versions will mean the same thing. By recognizing conceptual usage overlaps, we can identify best case scenarios. These scenarios help us to organize the document infrastructure so that it can be optimally used by your various departments.

Doxonomy allows for the collection of information about a document, and finds how the document type best fits into the business process. Specific business rules can be documented, required supporting documents can be identified, and security characteristics can be annotated. Doxonomy becomes an online reference tool for understanding the As-Is processes and the development of the To-Be processes. Most importantly, it becomes the centralized repository of currently decentralized knowledge.

Results Engineering Project Methodology

Results Engineering provides a System Specification Document that is the major delivery of Phase 1. This design includes the following major components:

- Documentation of baseline requirements
- Volumes – paper, electronic documents, e-mail, drawings – to be stored
- Document types
- Indexing requirements for each document type
- File format standards for each document types

- Users, groups, and types of access
- Security and access control
- Records retention policies and archival requirements
- Legacy system interface requirements
- Workflow requirements
- Network, server, PC infrastructure
- Office application and e-mail compatibility requirements
- Disaster recovery and backup
- Training requirements
- Hardware sizing
- Implementation schedule with recommended phasing approach

Results Engineering highly recommends a phased approach that includes the following steps:

- First, implement system infrastructure, sized for the enterprise, in a single department
- Second, focus on the specific functionality as specified for the pilot department
- Third, add departments and users
- Last, add new departments

Stages

Results Engineering employs a structured method for system implementations. This methodology ensures a technically superior and cost-effective implementation solution for any size project. Early project analysis and planning results in a careful definition of the right number and type of resources needed. It also results in early risk assessment and improvement strategies.

Project structure is provided by five distinct project stages: Project Strategy, Solution Build & Configuration, Training & Testing, Live Operations and Post Implementation Support. Within each of these five stages, specific steps, activities and deliveries are conducted and/or produced in a controlled manner. This manner ensures that complete requirements analysis, software implementation, quality assurance testing, and product deployment is accomplished while keeping the project cost-controlled and on-schedule.

The Results Engineering Project Management method is flexible. It allows development in a made to order approach. Our method is:

- Modular: Individual Stages can be used in a stand-alone way;
- Augmentative: Component pieces or Stages can be added in order to meet the specific needs of a project;
- Modifiable: Stages and the delivery items within the Stages can be modified in both size and specifics according to project requirements.

Stage 1 – Project Strategy

The project strategy stage covers all areas of the requirements gathering process and produces the necessary planning documents – principally the Functional Requirements Document and Project Plan – to design the project thoroughly. This first milestone, Discovery, is implemented through a series of workshop meetings with the client and any other project stakeholders. The production and review of the documents by the project team is conducted during this Stage. Once an agreement on the System Specification Document is reached the “Solution Design” stage can begin.

Milestone 1 – Discovery (Project Overview & Plan)

The agenda of the Discovery Milestone is to determine the schedule of events. Conference rooms and equipment are ordered/reserved during this process. Schedules are confirmed with the necessary individuals. The notes from the sessions are compiled and reviewed while the draft Project Overview Document is produced. A summary of the Project Plan is defined and drafted. This summary maps out the project and major deliverables across a timeline. Initial resource estimates may also be defined and allocated over time in order to assure proper sequencing of design, development and deployment of the project.

Activities of the Discovery Milestone:

- Define project mission
- Define project goals
- Define the project scope
- Define risk analysis
- Define success criteria
- Define basic acceptance criteria

Milestone 2 – Definition (Functional Requirements)

The Functional Requirements Document is derived from the Definition Milestone. The information gathered in the Discovery Milestone is used as a basis for defining a detailed specification of the project.

Activities of the Definition Milestone:

- Requirements Analysis
- Functional Requirements
- Technical Requirements
- Business Requirements
- Final Project Overview and Plan

Stage 2 – Implementation and Configuration

Once the hardware and software has been ordered, received, and installed, the core system software is loaded and configured. All core system functions are composed and tested.

This stage consists of the following 3 Milestones:

Milestone 1 – Base System Implementation

In the Design Stage, the application is mapped out. All reports, analyses, user input and graphic designs are created and documented for the client to review. The Design Stage is divided into 2 main areas:

- Functional Design (User Input, report modeling, analyses, etc.)
- Technical Design (Data configuration, Development Architecture, etc.)

Milestone 2 – Design Enhancement

Application parameterization takes place at this stage of the development process. The application requirements are turned over to the development staff. First, the application framework is developed. Then, the coding enhancements begin. Finally, the modules are added to the framework as the design process unfolds.

Activities of the Design Milestone:

- First Design – The first design is presented to client for evaluation after an internal QA and Module testing process is conducted.
- Version #1 – The application software is released to the client as Version 0.1.

Milestone 3 – Design Review

During the Design Review stage, the application is reviewed by the client. It is compared to the Functional Requirements and the functional and technical designs. The review produces an issue, or revision list. Activities of the Design Review Milestone include:

- A reporting procedure for issues and revisions is developed between the project manager and the client.
- The Project Manager assesses and incorporates the issues/revisions into the development process.
- The Project Manager develops a reporting process for the fixes.

Stage 3 – Training & Testing

The Training and Testing Stage is when the client first experiences a work simulated environment to test and understand the new software modules. A training and test plan is executed wherein each component of the system is analyzed. The User Acceptance Testing stage is conducted with near concurrency to the Training step and allows the system to be fully tested by the client community against previously defined requirements.

Milestone 1 – Training

The Training Milestone is really about conducting training classes for the client and the client community. Activities of the Training Milestone include:

- Execution of the training plan
- Issues reporting and resolution

Milestone 2 – User Acceptance Project Scheduling

The User Acceptance Project Schedule includes the following sections:

- Requirements to be tested:
    - Functional Requirements
    - Functional Design
    - Technical Design
- Testing:
    - A number of defined test cases using quality data to validate end-to-end processes
    - Performance Tests: Production Load and Stress
    - User and system error behavior
    - Regression tests
- Problem Reporting:
    - Validate tests to ensure comprehensive and effective coverage of all reasonable aspects of functionality
    - Document any problems and how frequently these problems occur
    - Recognize any changes that are necessary for existing processes and ensure that these changes are made and reported
- User Acceptance/Quality Assurance Test Plan:
    - Each module will be implemented and tested

Stage 4 – Live Operations

At this Stage, the project goes live and is operational for the client and the client community. Prior to the “go-live” date, client network operations are requisitioned to

insure that the network environment is ready. Once the production environment is built, the software application is ready to be migrated off the development servers and onto the production servers.

Milestone 1 – Live

The Live Milestone is when the new system is launched into the production environment and tested for stability. Any legacy data will be converted by this time and upload to the new system. At this point, user training and final user acceptance tests should be 95-100 percent completed. Revisions and additional monitoring continue through the Post-Implementation Support Stage.

Stage 5 – Post-Implementation Support

The Post-Implementation Support Stage is a 10 day on-site assisted support period that begins the first day the system goes into live operations. Results Engineering representatives provide in-person support and continued training for the client and client community during these 10 days. Following this Stage, a toll-free 800 support line is available for trouble-shooting and reporting.

Installation Responsibilities

The Results Engineering Team

1. Project Management
    a. Issue Resolution
    b. Status Reporting
2. Customization of ECM Software for Integration Departments.
3. Installation of ECM Software and integration Database connectivity.
4. Training on ECM Software for integration.
5. Training on integration server system operation and procedures as needed.
6. Ongoing integration support and service for ECM Software.
7. Integration Database setup and ODBC configuration.

Client Departments and IT

1. Review time schedules and task/action items due dates.
2. Networking, cabling and environmental requirements.
3. Timely reporting of integration issues.
4. Timely reporting of pending law changes that affect the integration specifications.
5. Make Client Department staff available for testing and training.

Factors that are critical to the success of this integration project are similar to the success factors of any project. They include:

- The continued commitment of your organization's officials and department staff to the successful implementation of the integration project, including timely responses to task/action items, and availability of staff for training and system testing.
- Continued availability of your organization's department personnel for planning and design, implementation reviews, and testing.
- Timely review and approval of integration project designs by the your organization's Project Team
- Involvement of all integration project participants and stakeholders at appropriate stages of the project.

Results Engineering will conduct bi-monthly reviews. These reviews will provide updates on the project status, and provide a forum for presentation, discussion, review and proposed change recommendations (by either the vendor or the Client). Your

organization's Project Team is responsible for the approval and enforcement of decisions made during these reviews.

Testing

Results Engineering will plan for all tests to be performed according to the Integration Project Plan. The Results Engineering Team will perform the testing along with the appropriate your organization's personnel for each department delivered. Results Engineering will be responsible for producing a FINAL Test Plan, which shall be approved by the your organization's Project Team.