

Installation of document management software system can be a substantial part of the total cost of ownership. FileHold eliminates financial risk with our implementation packages.

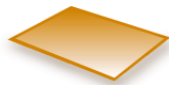
All installation and training packages are delivered to customers using safe and secure remote web based tools to keep costs low. FileHold offers customers the ability to purchase as much training as they require. The FileHold sales team will present the following options at the time of purchase but these can be modified to meet specific customer needs. All customers receive the FileHold "2-hour installation guarantee" with the orientation assistance package.

FileHold Training and Implementation Packages

Orientation Assistance Package

The orientation assistance package is a 2-hour block of time every customer purchases for the installation of FileHold. The installation service is delivered remotely by our experienced support technicians. System checks are performed by the FileHold Health Checker to ensure that the system is working properly. If the installation process exceeds the 2-hour time limit, no additional time is charged to the customer.

Bronze level implementation package



The Bronze level implementation package is the most frequently purchased for implementations where the customer has relatively strong IT support. This is for customers who want to be self-sufficient in their implementation and purchase only the minimum needed to get started.

The Bronze package expects the customer to use the FileHold training materials and video tours to gain a detailed understanding of the software. Bronze level assumes a "train the trainer" approach for internal deployment. The package consists of 8 hours:

- Training on System and Library Administration including user rights configuration, document schemas, and metadata structuring— 4 hours
- Introduction to end user training—2 hours
- Introduction to document scanning and imaging provides an overview of the included scanning software with assistance in basic set up— 2 hours

FileHold Systems Inc.

4664 Lougheed Highway
Suite 250
Burnaby BC, Canada
V5C5T5

Tel: 604.734.5653
Toll Free: 1.800.833.1202
Email: sales@filehold.com
Web: www.filehold.com

Silver level implementation package



The Silver level implementation package is for customers who want extra assistance in all aspects of their implementation but especially in advanced document scanning and imaging. This package expects the customer to review the FileHold training materials and video tours and assumes a "train the trainer" approach for internal deployment. The package consists of 16 hours:

- Training on System and Library Administration including user rights configuration, document schemas, and metadata structuring— 4 hours
- Initial training session on "best practices" and file structure. This aids how to plan and configure your library— 2 hours
- Introduction to end user training—2 hours
- Advanced end user training—2 hours
- Introduction to document scanning and imaging provides an overview of the included scanning software with assistance in basic set up—2 hours
- Advanced scanning and imaging set up and support including—3 hours
- Auto-filing scripts basics —1 hour

Gold level implementation package



Gold level implementation package is for customers who want extra assistance in all aspects of their implementation including advanced document scanning and imaging. The Gold package includes everything that comes with the Silver package but also includes assistance in server preparation. The package consists of 24 hours:

- Server analyses. FileHold will conduct a preparation inspection to provide analyses and guidance on preparing the server — 1 hour
- Server preparation. FileHold will support the customer in installing the required Microsoft components in preparation for the install —2 hours
- Training on System and Library Administration including user rights configuration, document schemas, and metadata structuring— 4 hours
- Initial training session on "best practices" and file structure. This aids how to plan and configure your library—2 hours
- Introduction to end user training—2 hours
- Advanced end user training—2 hours
- Introduction to document scanning and imaging provides overview of the included scanning software with assistance in basic set up—2 hours
- Advanced scanning and imaging set up and support including—4 hours
- Auto-filing scripts basics —1 hour
- End user training in either a 1 on 1 or group environment. This package includes up to 4 hours of end user training in blocks agreed to by the customer.

ABOUT FILEHOLD

FileHold document management and records management software is an off-the-shelf solution that ships pre-configured with user roles and an intuitive and friendly file structure that mimics the physical filing hierarchy of Cabinet / Drawer / Folder. The software installation is fast and easy compared to "platform" based products that can require consultation and IT resources often measured in weeks and months.

Our document management software allows companies to embrace the paperless office. Our standard software features and optional modules will meet your company's needs.