Phase 1 – Understanding Your Requirements:

During this **ConsultX** discovery phase, ETS Solutions was able to gain a better understanding of *Company* current technology footprint, business needs, pain points and opportunities to improve existing systems. This phase is paramount in gathering a complete understanding of where and how the organization is evolving in order to determine the best solutions to support *Company* future growth and services.

Below are the findings from this initial discovery phase that were used to determine our proposed tailored and straightforward solutions that will improve overall productivity and service to your employees and clients. In addition, these recommendations are sure to support your operations for many years to come.

Phase 2 – Current Technology Review:

During this **TechX** phase, ETS will collect and examine information on existing technology services and will identify areas of improvement to build the future technology infrastructure capable of growing and changing with the operational needs of *Company*.

Additionally, our review process has allowed us to audit your existing services to ensure the service performance matches the business needs and financial investments for these services. A summary of the current technology environment is itemized below:

Phase 3 – Technology Services Costs and Benefits:

During this **FinX** phase, ETS is recommending *Company* transition to a carrier that can provide both the voice and data needs for all location, including future locations.

ETS has engaged with several solution providers to develop a summary of solution options that best fit the business and financial needs of *Company.*

Phase 4 – Procurement and Project Management:

During this **ProjectX** phase, ETS will represent the client to coordinate the procurement process and oversee service implementation and migration tasks to include:

- ✓ Fiber Internet circuits within 60-120 days
- ✓ 4G/5G Cradlepoints for backup 30-60 days
- ✓ Hosted VoIP 45-60 days
- ✓ POTs lines 30-45 days
- ✓ Integrated Solutions 45 – 180 days

PROJECT MANAGEMENT:

It is essential for the *Company* to identify a Project Manager to represent the company's internal organization of project direction, stakeholder communications and business

outcomes. If needed, ETS can provide an onsite project manager, under Professional Services billing, to represent the *Company* with coordination of internal tasks, timely and accurate implementations, and project communications to include:

➢ Coordinated Procurement Management

➢ Managed Installation & Migrations

➢ Assignment of a Client Relationship Manager (CRM) as an extension of the Woodruff Arts Center team

➢ Oversite of order verification process with chosen carrier

➢ Coordinated installation and service migration with a dedicated project coordinator

➢ Periodic communication to *Company* to ensure timely and accurate results of implementation

➢ Development of procurement to implementation timeframes for locations rollout to ensure minimal service disruption

Phase 5 – Service Management:

During this **VendorX** phase, ETS will represent the client to coordinate all activities with selected carriers to ensure a smooth transition:

➢ Maintain Vendor Relationships

➢ Vendor Quality Accountability

➢ Alternative Vendor Valuation

➢ Supervise contract and key addendum negotiations

➢ Work as an extension of client's team with chosen carrier(s)

➢ Integrate existing vendor knowledge and required participation

➢ Communicate any carrier changes or updates that impact the *Company*

Phase 6 – Account Management:

During this **CamX** phase, ETS will represent the client by maintaining a dedicated team of support and account management experts to address all aspects of the *Company's* current and future business needs:

➢ Monitor trouble ticketing and escalation.

➢ Manage contract renewal negotiations.

➢ Conduct Quarterly Business Reports

➢ Provide continuing technology education through routine visits and meetings

➢ Provide periodic business and technology reviews

➢ Provide continual superior customer service 24/7/365