



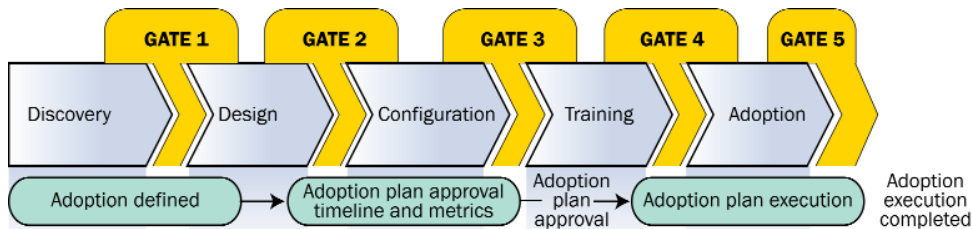
Professional Services

Optimize Your Investment

The e-Builder Professional Services team is responsible for implementing the e-Builder solution to address your ongoing business challenges as they relate to the efficient delivery of capital projects. For over 15 years e-Builder has focused exclusively in the construction industry – during this time we’ve participated in managing hundreds of billions of dollars in capital projects. This valuable experience has enabled us to develop a solid understanding of the processes used and required for effective and efficient capital project delivery, and the best ways to automate the complex chain of processes used by your organization during the planning, design, procurement, construction, and operations phases. The resulting set of processes configured for your organization in e-Builder will be:

- Repeatable – driving efficiency and productivity gains
- Measurable – driving ongoing business process improvement
- Auditable – driving accountability and mitigating risk
- Efficient – to enable you to do more with less.

Whether your organization’s processes are mature or in the initial phases of design, we will provide recommendations and tailor solutions that meet your needs so that you get the greatest return on investment possible.



Proven Methodology and Experienced Professionals

e-Builder clients benefit from a successful implementation track record. Part of this success is based on e-Builder’s adherence to a proven implementation methodology modeled after the Project Management Institute’s (PMI) recommended 5-phase project implementation approach of Initiation, Planning, Execution, Control, and Closure. This approach enables checks and balances that give you visibility throughout the process, provides metrics, and gives you control over the implementation’s scope.

Rapid Deployment – Low Risk & High Return

The e-Builder implementation methodology includes the degree of flexibility required to meet your organization’s specific needs and time constraints. Our broad range of deployment tools and our team members’ experience allows for rapid deployment to minimize your risk while maximize your return on investment. Our repeatable and measurable implementation process along with e-Builder’s unique product capabilities result in:

- Phased implementation approach minimizing adoption risk;
- Rapid time-to-market resulting in a faster return on investment;
- The highest degree of quality within the implementation lifecycle;
- A high adoption rate post implementation resulting in a higher return on investment.

Consulting Services

Business Process Expertise

Joining the e-Builder family means benefitting from our experience, and the experience of all the clients we've served over our history. We earn our clients' trust. Our clients call us when they have something pressing on their minds—whether it is a major strategic or operational (process) need or challenge. We can provide objective, thoughtful, and experienced advice using a thorough analysis of the facts/data available from an unbiased perspective, building on years of best practice expertise.

Our team is comprised of technical, product, analytical, and industry subject matter experts with experience in capital project execution across a broad range of verticals, including: healthcare, higher education, K-12, government, manufacturing, petrochemical, retail / commercial development, residential development, architecture/engineering, and contracting. These experts can leverage a best practices knowledge base built over hundreds of successful implementations and that continues to grow every day. As part of the implementation, your team will benefit from this knowledge base.

In addition, we can offer insights into specific process improvements that will result in further efficiencies within your organization. By evaluating your current processes, we can assist you in 1) streamlining them as appropriate, 2) implementing them within your organization, and 3) measuring the effectiveness of such enhancements to improve the way you do business.

The knowledge and experience of the e-Builder teams, coupled with the flexibility of the e-Builder product suite will ensure that your organization executes capital projects the most effective and efficient way possible.

Rapid Configuration

e-Builder recognizes that the sooner you begin utilizing e-Builder to manage your construction program, the sooner you can derive the benefits from your investment. Enabled by the defined implementation methodology and the flexibility of the e-Builder product, the e-Builder Professional Services team is able to efficiently and accurately define, document and configure your business requirements into e-Builder. The configuration process is conducted with a thorough understanding of your business needs and you have constant visibility into the process to track progress as required.

Configuration services consist of the design and creation of cost schedule and document templates as well as process workflows. We also configure security access, reports, dashboards and email notifications to meet the needs of each type of user in the system. Additionally, as part of the initial training, your team will learn how to make configuration changes or additions to your e-Builder account to facilitate future needs and growth.

Additional Service Offerings

In addition to the above, the e-Builder Professional Services team offers multiple service offerings designed to maximize your investment and eliminate risks to the capital project management process.



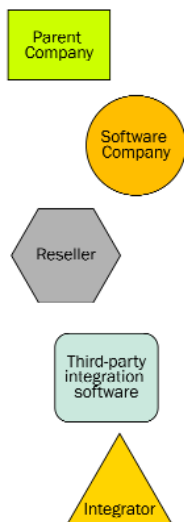
Onsite Support

Our knowledgeable team members are available for short- and long-term engagements to help you ensure adherence to process improvements, configure additions to the e-Builder product suite, administer the e-Builder system, provide one-on-one training, ensure executive reporting appropriately reflects the key performance indicators, and generally ensure continued adoption success.

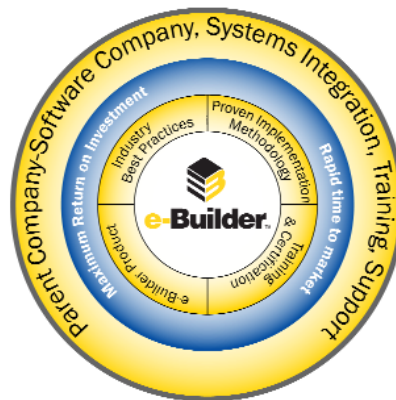
Training and Certification

The e-Builder implementation team tailors the training curriculum to meet your specific training needs. Different organizations have different ways of learning, and with this in mind the e-Builder team structures the training curriculum to maximize the student's retention of the material. Whether your organization requires classroom-style or online-based training, our teams are experienced at delivering a thorough curriculum that will ensure your users have the necessary knowledge to interact with the system to meet personal and organizational needs. Additionally, e-Builder training is geared to ensure your team's complete understanding of how to manage your organization's enhanced processes with e-Builder, ensuring rapid adoption and faster return on investment. Lastly, e-Builder also offers comprehensive certification courses designed to ensure that necessary team members in your organization are equipped to maximize the value you can derive from e-Builder going forward.

Traditional Implementation Approach



e-Builder Implementation Approach



Maximum Return on Investment and Faster Time to Market

The e-Builder implementation Approach provides you with a single point of contact for all your needs (data migration, training, systems integration, software licenses, technical support, etc.)

This customer-centric approach enhances and simplifies your interaction, vs. fragmented models where multiple companies must be contacted to address questions.

Managed Services

If your organization wants assistance with the administration of the the e-Builder product at your location to perform such functions as adding users, changing permissions, new report creation, etc., you can benefit from the economies of scale and broad experience inherent in contracting the e-Builder Professional Services team to perform this function for you long term.

Data Migration

A common challenge with any new software deployment is the risk of losing access to your past data for historical comparison purposes. The e-Builder Professional Services team has in-depth experience with data mapping and migration processes designed specifically to eliminate this potential risk. By closely analyzing your existing data toolsets and efficiently mapping those variables to the e-Builder data map, we can ensure the integrity of the data migration process. Furthermore, the e-Builder development team has the expertise and experience necessary to ensure the referential integrity of the data is consistent through the migration process. Lastly, clients often use such migration activities as an opportunity to cleanse existing data and the e-Builder Professional Services team is well versed in best practices surrounding such activities.

Application Integration

e-Builder's integrated web service APIs ensure seamless integration with your other systems and facilitate real-time data exchanges. If you do not require the benefits of real time integration but still wish to eliminate the redundancy of dual data entry, e-Builder provides batch toolsets within the product to accomplish your goals. The e-Builder Professional Services team has a breadth of experience with analyzing, configuring and implementing integrations to enterprise accounting systems (e.g., SAP, Meditech, Lawson, and Solomon) as well as other systems containing project data.

Client Support

A positive customer experience is at the heart of everything we do at e-Builder. At the core of that experience is your ability to receive support you can count on. As such, we consistently provide superior product knowledge and technical skills, ensuring the success of your operation by identifying and resolving issues immediately, or providing product advice.

Access to e-Builder Technical Support is provided Monday through Thursday, from 8:00 am to 7:00 pm ET, and Friday from 8:00 a.m. to 6:00 p.m. ET. You have the option of contacting our Support Team via phone, email, or our website.

Phone: To speak with a Technical Support Analyst, please call us toll-free at 888-288-5717.
Outside of the U.S. please call 954-556-6701 Option 7.
E-mail: support@e-builder.net
Web: www.e-builder.net

You can contact technical support after hours for assistance with any urgent issues. After-hours support is included as part of our standard service.