



## 5x Technology Capability Statement

**Certifications:** Small Business Disabled Veteran-Owned Enterprise

**GSA #:** GS-35F-0511T (New Software Purchases or Software Renewals/Maintenance); GS-35F-0412U (On-Site Work)

**Prime NACIS Code:** 541519

**NAICS Codes:** 541330, 541490, 541511, 541512, 541513, 541519, 541611, 541612, 541613, 541614, 541618, 541620, 541690, 561499, 423430, 811212

**Primary FSC:** R414

**Duns#:** 101922008

**Cage Code:** 3EG45

**The purpose of this document is to provide agencies, systems integrators, and software companies with an overview of 5x Technology and its ability of developing infrastructure, appropriate business processes and controls used to produce lean efficient enterprise information processes. The next few pages offer a look into the strategy development, business process, and functionality of 5x Technology's methodology and implementation options.**

### ABOUT THE COMPANY

Founded in 1998, 5x Technology is a growing IT solutions provider that focuses on information delivery through business intelligence, data warehousing, and data integration. 5x Technology's overriding goal is to provide timely, efficient, intelligible, and readily accessible information, strategies, and processes that prove useful in the corporate decision-making process -- thereby delivering the highest return on investments, maximizing shareholder value, and ultimately enhancing a corporation's bottom line. The firm operates under the axiom "Building Value Through Business Intelligence."

5x Technology is proud of its reputation for quick response, attention to detail and professional friendly service. Excellent support service is essential when providing world-class systems solutions. 5x Technology's highly qualified and experienced team is committed to working in partnership with customers to service their needs effectively and efficiently. Knowledgeable in all products and a wide range of manufacturers' hardware, the dedicated support desk provides assistance in solving any problems that may be encountered at any stage. We maintain long-term business relationships with all of our clients.

5x Technology's clientele encompass large- and mid-sized companies within a broad range of industries throughout the 11 western states and Texas. Utilizing a customized project management approach referred to as "Intelligent Methodology," 5x Technology helps companies rapidly develop and maneuver cost-effective data marts and data warehouses -- enabling them to focus on the 20% of corporate data that is used in 80% of corporate decision-making.

5x Technology attributes much of its growth and success to date to word-of-mouth-referrals; strong partnerships with industry's leading technology/software providers (i.e. Cognos, Microsoft, Oracle, Business Objects, IBM), and the staff's exceptional technical expertise, and customer service. Our solutions provide business benefit by making timely, pertinent information readily accessible to decision makers who are thus better informed and able to innovate and implement strategies for business improvement.

### MISSION

Our mission is to help our clients exploit their most important corporate asset -- their data. We assist the enterprise in finding internal process opportunities for reduced cost and external opportunities for increased revenues. The best way to accomplish this goal is by combining "best of breed" business intelligence and data warehousing technology with a proven methodology and common sense philosophy we call "Intelligent Methodology®". This combination allows 5x Technology to implement complete solutions that deliver high ROI, low cost, and maximum shareholder value.

## **INDUSTRY KNOWLEDGE & EXPERIENCE**

5x Technology builds solutions for a wide-range of business intelligence solutions using a fully integrated application framework and our extensive, talented pool of programmers, consultants, business analysts and project managers. These specialists focus on a variety of industry verticals including:

- aerospace
- agriculture
- airline
- automotive
- biotechnical
- communications
- construction
- education
- electronic
- energy
- entertainment
- financial
- gaming
- government
- healthcare/medical
- human resources
- insurance
- law enforcement
- manufacturing
- oil, gas & natural gas
- pharmaceutical
- real estate
- retail
- shipping
- software
- telecommunications
- transportation

The framework includes:

- enterprise resource planning
- customer relationship management
- supply chain management
- OLAP based decision support systems
- Data warehouse
- Data marts

Having served customers in a variety of industries and environments, 5x Technology has developed experience in broad array of business disciplines and processes. We understand our customers' needs and provide solutions that translate into higher ROI and greater cost savings.

## **CREATION**

The key to creation and profit maximization lies in the business you have done. Enterprise software is designed to support and automate an enterprise's business processes from sales to delivery and financial reporting. In operating the business, every transaction from order to cash is captured in a database. Within this data, resides guidance to increased process effectiveness, unfulfilled customer needs, and ways to deploy your present product lines into new markets. Business intelligence is the means to transform this data into a clear, highly focused image so that you can begin to refine your business for maximum value and profit.

Have you ever wondered what it would be like to have "X-ray" vision when determining what forces drive your business? Many Enterprise Resource Planning (ERP) & Customer Relationship Management (CRM) software packages have terrific tools for gathering information. However, often when it is time to report on this information (ERP, CRM), they are far less useful. Our productivity solutions take care of common operational reporting tasks, as well as providing on-demand graphical data representation. 5x Technology productivity solutions restructure your ERP information to provide a clear, concise view into your organization to:

- Dramatically improve sales force productivity
- Enable fact-based selling
- Analyze customer and product profitability
- Provide summary and detail sales reporting
- Transform the sales organization from revenue-centric to profit-centric.

## **VALUE**

Increased profits are developed in just two ways: innovating new cash streams or discovering ways to get more profit to the bottom line from existing cash streams. Business intelligence turns the data you spend so much time and money to gather and catalog into useful information. Armed with this information you

can clearly see how your business operates today and visualize a better, higher value tomorrow. Providing the tool sets, methods, and resources to enable that vision is what we do.

## METHODOLOGY

### Intelligent Methodology®

We realize that all projects have unique aspects and companies have different cultures, objectives and resources. Our **Intelligent Methodology®** reaches new standards for reasoned, disciplined action and resource management combined with flexibility. **Intelligent Methodology®** is designed to:

- Quickly identify high return delivery elements
- Rapidly define the tasks that must be accomplished
- Allocate and focus resources
- Establish a project quality assurance structure
- Provide fast delivery of high quality results
- Deliver high business value

Some companies are motivated to conduct their projects using a rapid implementation approach while others prefer a more traditional project management approach. 5x Technology's **Intelligent Methodology®** is modular and customizable to improve results in either type of enterprise. **Intelligent Methodology®** techniques easily integrate to complement, improve and extend an established project management philosophy or stand on their own as a complete foundation for project success.

We have continually developed and refined our service delivery process and technique in working with ERP software clients on analytical application projects everywhere. This experience enhances our impact on total cost of ownership containment while accelerating implementation and quickly delivering the project's positive cash flows. The result is a fast and clear project management organization and task set that make the most of your time, budget and human resources.

**Intelligent Methodology®** allows 5x Technology to offer a tailored solution at an uncommon price while still maintaining our traditional level of high quality and value. The **Intelligent Methodology®** and toolkit include:

#### ➤ **Intelligent Beginning®**

A project initiation toolkit that ensures a smooth, quick jump start for your project. Our approach can be easily customized for any type of project including:

- Software evaluations
- Implementations
- Software release upgrades
- Internal software-related projects
- Enhancements & add-on functionality projects

This phase includes all of the activities that need to happen before and immediately after the project starts including:

- Resource planning
- Visioning
- Project team education strategy
- End-user training strategy
- Requirements and fit analysis
- Implementation, reporting, data conversion & testing approaches
- Project management, administration and communications procedures
- Infrastructure and technical planning
- Project definition and project planning
- Design database and application server tiers, & client connectivity approach

#### ➤ **Intelligent Design®**

Once the project is successfully structured and started, we provide a direct path approach for completing the project activities. In project phase, the project team designs all of the customizable and user-defined aspects of the applications and determines how to convert and interface to the in-house data. We use interactive techniques and include heavy user involvement along the way. Prototypes can be developed allowing the end users to visualize the solution design at key intervals: This phase includes:

- Project team education
- Develop & execute the prototype model(s)
- Design security, workflows, job processes
- Design interfaces and data extracts
- Decide on & setup policies and settings for each module
- Finalize the reporting & analysis approach & design reports
- Design customizations, including the user interface & system processing
- Design the metadata and organizational roll-ups

➤ **Intelligent Develop®**

In this phase, the software solution is completely developed and tested. Utilizing our workshops and tools, the project team will:

- Fully develop all system values & defaults
- Establish security, workflows, job processes
- Develop interfaces and data extracts & loads
- Develop enhancements, customizations & reports
- Finalize testing strategies & execute test scenarios & scripts

➤ **Intelligent Train®**

Although end user representatives are heavily involved throughout the project, they and their peers should receive focused, timely, and effective training. Our methodology recognizes these needs in our training toolkit. User and technical documentation and procedures are developed or customized during this phase of the project. The major activities and tools for this phase include:

- Finalize training strategy & classroom environment
- Develop/customize training materials & exercises
- Develop/customize user & technical documentation
- Conduct training

➤ **Intelligent End®**

Our structured approach moves the developed solution into a live state and assesses the results. The software solution is also deployed to additional sites not included in the initial project. Subsequent project phases are planned at this time. Activities include:

- Cutover planning, preparation & execution
- Technical fine-tuning
- Planning for subsequent projects/phases
- Roll-out planning & execution for additional sites
- Post-project assessment & wrap-up

We provide the roadmap and expertise to guide you through each implementation phase. Our goal is to help you execute your project as quickly and painlessly as possible while leaving you self-sufficient at the conclusion of the project.

➤ **Intelligent Maintenance®**

For our customers who want a longer, more personal attention after the implementation process we have developed Intelligent Maintenance. It can be very costly to keep a team of experienced people on staff to help with issues that come up after an implementation. With our proven staff of consultants we can test and implements upgrades and add-ons remotely, this happens easily and seamlessly. We will know your staff and systems needs, allowing for clean patches and upgrades in short order with guaranteed success. Activities include:

- Software release upgrades
- Internal software related projects
- Enhancements & add-on functionality projects

Problem resolution instructions, if necessary, will be provided by phone to the appropriate administrator and/or via remote access to the Cognos Finance Server. Problem resolution will not be provided on-site

➤ **Intelligent Satisfaction®**

The Intelligent Satisfaction Guarantee is for each portion phase of a project plan and good for ninety-days (90) after each portion phase completion of the project. The Satisfaction Guarantee includes all services provided by our consulting team.

The Intelligent Satisfaction Guarantee exclude:

- Services by other companies
- Cognos Finance Corporate Services
- Hardware defects
- Client system changes without our written consent
- Situations beyond our control (i.e., acts of nature, war or corporate solvency)

If the preceding Project Proposal does not achieve a satisfactory resolution within ninety-days (90), a full refund of our consulting fees for that portion of the project will be refunded. This is not to include Consultants' travel and lodging expenses.

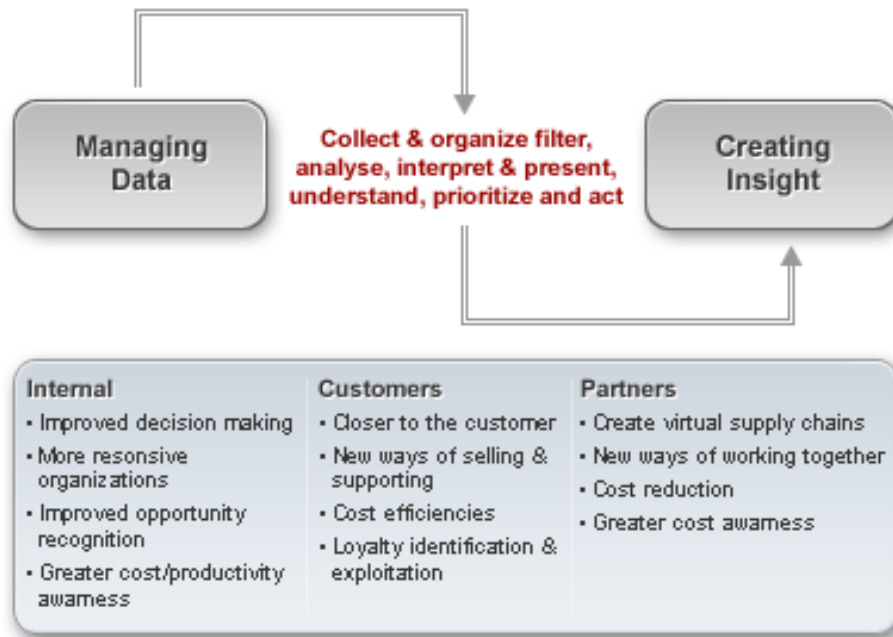
## **SERVICES**

Services provided by 5x Technology include business intelligence strategy development, implementation, business process analysis, and re-engineering; data warehouse and data mart design; enterprise data integration and aggregation; Extract, Transform and Load (ETL) configuration and implementation; data cleansing; metrics management solutions; project analysis/justification; project management; programming services; intelligent support services; and training and education.

By employing **Intelligent Methodology®** in our projects, 5x Technology is able to help our clients rapidly develop and deploy cost-effective data marts and data warehouses. 5x Technology has employed this methodology to provide solutions in each of the following business intelligence areas:

- Business Intelligence Strategy
- Business Planning & Forecasting
- Data Warehouse / Data Mart Design
- Enterprise Data Integration and Aggregation
- Extract, Transform and Load (ETL) Configuration and Implementation Strategy
- Data Cleansing Strategy & Implementation
- Metrics Management Solutions Design & Consulting (KPI)
- BI Business Process Analysis & Re-engineering
- Project Analysis and Justification
- Project Management
- Programming Services
- Intelligent Support Services
- Training & Education





### Building Business Value Through Business Intelligence

#### **Business Intelligence Strategy**

Using our **Intelligent Methodology™** and Enterprise Business Intelligence (EBI) Framework, we have successfully engineered all business intelligence life cycle steps in a variety of EBI projects. The 5x Technology EBI Framework solutions are platform independent and completely aligned with our customers existing and future IT strategy. These solutions enable 5x Technology to develop a large range of industry verticals based on UNIX, Windows, and mainframe platforms.

The business intelligence framework is based on a three-tier architecture with a browser-based client, a component based middleware (Cognos/Business Objects) and a universal database.

Major areas of focus for our practice are:

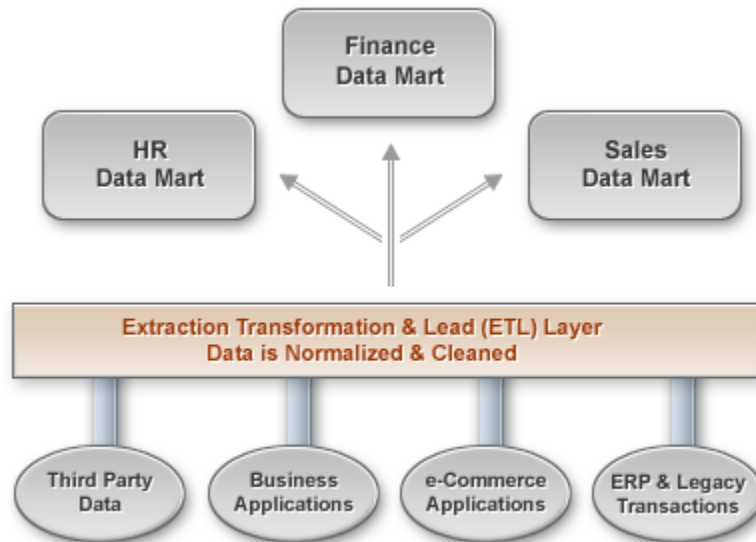
- Business area analysis, requirement definition and data modeling of business processes
- Activation and deployment of web-enabled, distributed, and OLAP/data warehouse systems

#### **Data Warehouse / Data Mart Design**

Data warehousing is the foundation for business intelligence. It exists to provide business intelligence applications with fast access to trusted business data. Collected from the organization's operational computer systems it is cleaned, consolidated and organized solely for the purpose of business intelligence. It is thus inextricably linked with data integration, business intelligence and information delivery.

Data warehousing is a specialized area where technologies and best-practices continue to evolve. True specialists are required to avoid expensive mistakes. Data warehouse practice is now far from a new discipline. While experience and techniques have improved since the first data warehouse attempts, many aspects of good practice remain largely the same. A standard relational database is still used to store data. Data extraction from the source system, loading, cleaning, reconciliation, consolidation, management and aggregation are still handled by a programming language interface.





Whether you plan to implement an enterprise-level data warehouse, departmental data mart or an operational data store, 5x Technology can tailor a solution to meet and exceed your requirements. Our architecture and implementation teams have consistently delivered on or ahead of schedule and have met or exceeded our client's requirements.

Our professionals have extensive practical experience in developing, managing, and performance tuning large and medium size databases in DB2 (all platforms), Oracle (all platforms), SQL Server, Sybase, Informix, Terra Data, and Microsoft ACCESS.

With extensive knowledge and experience in UNIX, Windows and Mainframe platforms, our specialists have developed back-end and front-end applications while leveraging our industry's most current technologies to enhance and optimize the operational and business demands of your enterprise systems and organizations.

In addition, 5x Technology can integrate data from one or multiple relational and hierarchical database platforms into DB2, Oracle, and SQL Server databases.



Our development principles emphasize:

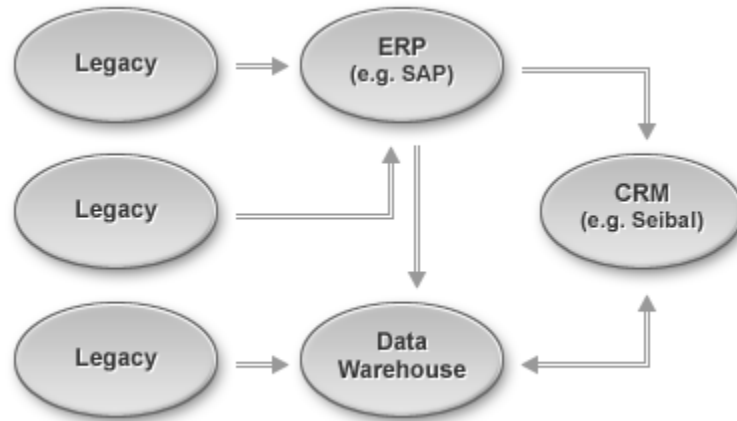
- Alignment with the overall business strategy
- Blueprint definition and refinement to meet business needs today and tomorrow
- Incremental subsystem development with measurable business benefit delivery at each step

- Fast deployment and early ROI

### **Enterprise Data Integration and Aggregation**

Enterprise Application Integration and Aggregation (EAIA) refer to plans, methods, and tools aimed at modernizing, consolidating and coordinating the computer applications in an enterprise. Typically, an organization has existing legacy applications and databases and wants to continue to use them while adding or migrating to a new set of applications that exploit the Internet, e-commerce, extranet, and other new technologies.

The purpose of EAIA is to leverage existing company assets (skills, technologies, application programs, data, etc.) while making them available and usable within the context of the migration to new technology.



EAIA supports the development of a new view of your enterprise's business and applications that allow existing applications fit into the new view. They also facilitate efficient reuse what already exists while adding new applications and data.

EAIA encompasses methodologies such as object-oriented programming, distributed, cross-platform program communication using message brokers with Common Object Request Broker Architecture (CORBA) and COM+. EAIA also eases the modification of enterprise resource planning to fit new objectives, company-wide content, data distribution, message queuing middleware and data standards implemented with the extensible markup language (XML).

With the combined experience of over 150 data warehousing projects delivered, 5x Technology has a wealth of experience in data integration. This expertise, combined with new technologies, makes 5x Technology the essential partner for mitigating the risk of data integration projects.

### **Extract, Transform and Load (ETL) Configuration and Implementation Strategy**

ETL is the process of identification, definition and implementation of major data types and their flow within an enterprise. This architecture allows the creation of a "data-driven" information systems infrastructure, where data is identified as a key asset to support an information system that in turn supports all business processes and the business strategy. This information flow can be from legacy or existing database to the new, global consolidated information database. This data becomes the foundation of a business intelligence process leading to the most informed decisions regarding the enterprise.

The process of extracting raw data from operational applications, processing and loading it into a data warehouse is the domain of ETL software. There are many vendors in this market such as Informatica, DataStream and others. These technologies offer advanced graphical programming environments with excellent data connectivity and integrated meta-data repositories. The ETL software reconciles matches and merges different versions of the same information from multiple system sources. It does this by applying business rules to cleanse, standardize and enrich the



data coming from these sources. The result of this processing can be used to perform operational tasks such as financial consolidation as well as business intelligence objectives such as population of data warehouse databases. The complexity of these tasks is directly related to organization complexity. Often design and development of the ETL process represents a significant portion of the total data warehouse project.

Having delivered over one hundred ETL solutions, 5x Technology has the ETL experts required to minimize the costs of both the initial development and on-going maintenance.

### ***Data Cleansing Strategy & Implementation***

A number of data warehousing projects fail or are shelved due to poor data quality and integrity. Without the highest levels of data quality, line executives cannot rely on the data your business generates for tactical and strategic decisions. Data warehouse, data quality directly influences an organization's productivity, internal and external customer satisfaction, and the perception of reliability of the IT department.

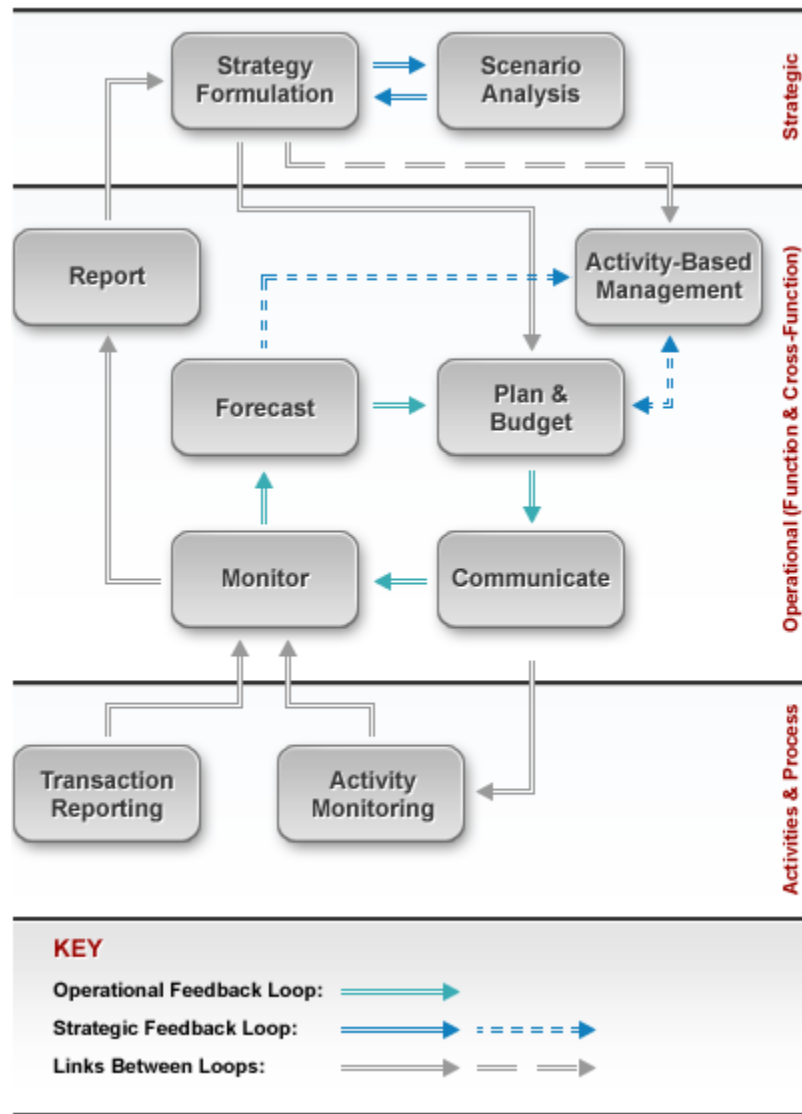
Often a complete customer views can only be achieved through name and address matching. This is a universally acknowledged source of poor quality data. Robust solutions require two key elements. The first to provide external quality reference data used to validate, correct and enrich internal records, the second so that matching and survivorship software can match and merge customer data between different systems.

Data is constantly changing. Therefore, quality assurance should be engineered as part of a well designed cleansing strategy. A cleansed, organized, unified, accessible, well tuned and documented data warehouse is an integral part of any business intelligence solution. A well-defined BI solution will be scalable, easily enhanced and support the short and long term objectives of every decision maker within the organization.

Using industry leading data transformation and cleansing tools, like DataStream, 5x Technology can extract your company's data from a variety of relational and non-relational sources, cleanse, transform, unify and load it into any relational, ODBC or JDBC database.

### ***Metrics Management Design & Solutions (KPI)***

Key Performance Indicators (KPI), also known now as corporate performance management allow companies to improve corporate performance by enabling all of the essential steps in the management cycle. These include planning, budgeting, measuring, monitoring, reporting, analysis as performance measures and operational controls.



5x Technology's consultants are uniquely qualified in several advanced business analytic technologies. Their expertise in enterprise-wide strategic management applications (planning, budgeting, scorecarding), analytical applications (finance, sales, marketing, distribution and inventory processes) vests them with the ability to create a company-wide foundation model that offers a single logical view of the business.

5x Technology through its partnership with Cognos has engineered the technology and process to drive best-in-class performance throughout the management cycle, connecting strategy and execution. 5x Technology can enable corporate performance management by addressing all phases of the management cycle and bring together not only people and information but also decision-making processes.

### ***BI Business Process Analysis & Re-engineering***

We believe that the convergence of business process and data management invites our new model in which strategy and process controls are consciously linked to data management. The lynch pin is the emergence of process integration tools that enable the deployment of redesigned processes through legacy systems. With 5x Technology's comprehensive oversight of both process and data, you gain leverage on both your company's existing management programs

and your investment in systems and technology. Thus, you are able to unlock the untapped financial returns of your integrated enterprise.

We understand that process and data, two different perspectives of an enterprise, each stake claim to pre-eminent importance. Process management has its heritage in industrial engineering and business management principles. Recently it has evolved through quality management programs, re-engineering, and continuous improvement. Process control is generally a top-down approach.

Conversely, data management is a bottom-up approach. It concentrates on your computer assets, particularly its encyclopedia of transactions and records. Data management grew from its data processing roots and broadened into information technology. While still technical in nature, data management is playing an increasingly important role in the enterprise's core business, particularly as the Internet makes the enterprise more visible to customers and suppliers.

In today's commercial world, process and data can no longer be treated in isolation.

With a combined expertise of over 50 years in large organization data architecture, 5x Technology' experts are the best choice for re-engineering data in any organization.

### ***Project Analysis and Justification***

Keeping a project on track is difficult. It is difficult to track each facet of a project and continually guide expectations from day to day. 5x Technology's project manager's objective is to develop a solid understanding of the customer's implementation goals, project resources, training plans and time-frames. Project objectives and anticipated benefits are developed and agreed to during the kickoff workshop. Kickoff workshop will engage process owners and stakeholders in your organization to help define objectives, analyze business value, and build an achievable implementation plan. The goal of the Project Manager is to ensure that each project is completed on time and within budget. It is a fundamental goal for 5x Technology that each implementation project is completed to the Intelligent Guarantee. This is a 90-day implementation services guarantee, ensuring that each customer will be completely delighted with the 5x Technology engagement experience and becomes a positive reference for both our products and services.

### ***Project Management***

5x Technology's Project Managers can assist in your project scoping needs. Our experience in scoping covers a wide variety of projects in business intelligence, data warehousing in business segments ranging from retail to manufacturing. 5x Technology's staff uses a scoping methodology which addresses essential issues in identifying the detail tasks associated with an implementation and insures customer satisfaction.

The primary objectives of a project-planning phase are to:

- Identify all areas of the project, interactions and functions
- Prepare a detailed map outlining client's corporate model, needs, resources and expertise.

5x Technology project managers use Intelligent Methodology™ which addresses essential issues in continuous improvement and customer satisfaction. Additionally, 5x Technology has added a project planning class to its service offering which helps transfer knowledge needed by clients during the scoping and implementation phases of project initiatives.

5x Technology has adapted a question and answer session designed to address such important topics as:

- Is project management is needed
- Establish seven components of a project management system
- Applying paired comparison method to establish priorities and objectives
- Planning areas

- Project manager's role

### ***Programming Services***

Whether you have simple custom programming needs or need a team of programmers, **5x Technology** can do the job right, *the first time*. Our many years of experience with information technology projects and system integration provide 5x Technology with a solid foundation for creating solutions using today's technology. Working with our customer base, 5x Technology continually gains industry and technology experience. The resulting Intelligent Methodology provides our customers with business solutions that satisfy their goals.

When you purchase an "off-the-shelf" software package, often it does not support the required processes. Whether it is specific reporting, application interfaces or a third-party product integration, you will need product and process experts to get the job done.

Intelligent tools and intelligent experts is the way to solve the long-term problems with your company's Information Systems. By creating a partnership with 5x Technology, you save time, money, shorten design and implementation time and reduce problems associated with critical project deadlines. A partnership with 5x Technology means access to ***intelligent people*** to get deliver your projects done on time.

5x Technology believes in we creating a WIN-WIN-WIN relationship with our customers to create a partnership for the Long Term.

Some of the Technologies and languages employed by our highly trained and experienced employees include:

- Java, C++
- Visual Basic 6.0, Visual Interdev 6.0, Visual Java and Visual C++
- Power Builder
- Ative X, Visual Basic (VB), COM/DCOM, MTS, MSMQ and Corba
- ASP, JSP, Java Script, CGI/PERL, VB Script
- HTML, XML, HDML, WML over WAP and HTTP
- Oracle Database, PL/SQL, SQL Server 7.0/2000, Sybase, and Informix
- BizTalk Server 2000, Commerce Server 2000, Site Server 2000, Internet information Server
- Cold Fusion and other languages tools

### ***Intelligent Support Services***

5x Technology is proud of its reputation for quick response, attention to detail and professional friendly service. Excellent support service is essential when providing world-class systems solutions. 5x Technology's highly qualified and experienced team is committed to working in partnership with customers to service their needs effectively and efficiently. Knowledgeable in all products and a wide range of manufacturers' hardware, the dedicated support desk provides assistance in solving any problems that may be encountered at any stage. We maintain long-term business relationships with all of our clients. Our policy is to ensure that you have the support you need, when you need it.

Our technical support function can supply information and guidance on any of our products or solutions. Our client helpdesk is an essential element of the service we deliver. We provide far more than first-line support on the products we sell. We work within the problem solution and escalation hierarchy of all the vendors and manufactures we represent. Our commitment is that your issue will be pursued and resolved to your satisfaction. Our long-term relationship with key technology partners means that we have access to their deepest levels of support, development and research resources. The result is that we rapidly end technical dead ends and log jams to establish a satisfying technical resolution.

We are absolutely committed to providing the best possible service. 5x Technology and will own



your technical challenges with you. One of the benefits of our support line is the peace of mind from knowing that should anything go wrong there is someone who can guide you to a rapid solution.

We can tailor support packages to meet individual needs. 5x Technology offers a range of support packages ranging from basic to full on-site service.

- *Intelink - Remote Support*  
Modems serve as a gateway to the customer's system while we provide immediate response under the customer's full control. This remote diagnostic facility reduces possible delays and the costs associated with on-site visits.
- *Intelink - Basic Support*  
Basic Support provides email and telephone technical support for issues arising from implementation functionality, debugging and troubleshooting. A detailed report explaining the problem and its resolution is sent after the issue is resolved. Both customer and technician have a clear, concise view of all the relevant information and implications for avoiding future challenges.
- *Intelink - Standard Support*  
This level provides the same benefits as basic support but makes available automatic software patches and revisions with detailed information regarding system configuration to keep your systems operating at their optimum performance. This package keeps your environment current as release levels change.
- *Intelink - Platinum Support*  
Basic and Standard Support are included, however, Platinum Support provides after hours and holidays. Platinum provides piece of mind in a 24x7 environment.
- *Intelink - Essential Support*  
Software updates, patches and enhancements are maintained on a mirrored server for testing, scenario and quick transition to a new version without downtime.
- *Intelink - Advanced Support*  
Advanced support is just right for occasions when critical tasks fall outside normal support contract hours or when some extra assistance would be welcome. This could be when a key systems person is on holiday or training, during events such as data load, database conversion, or upgrade. Given sufficient notice, we can organize support either on-site or by phone to see you safely through these activities.
- *Intelink - On-Site Support*  
Whenever queries cannot be resolved by phone, email or remote in a sufficiently timely manor, 5x Technology can provide continuous on-site support. This level of support is available at any stage before, during or after go-live to provide insurance of system availability both approaching and in the first critical weeks post go-live.

### **Training & Education** **Intelligent Training™**

Most of our solutions are intuitive and require little or no front end training. To address a wider array of knowledge transfer needs we offer Intelligent Training™. 5x Technology offers a number of classroom, computer based, seminars, webinars and classes for all Cognos products.

#### **Classroom**

A 5x Technology specialist can create and teach courses covering specific implementation objectives using scenarios, business situations and solutions drawn from your company's corporate experience. Personalized training can often bring your personnel to application

readiness more quickly and cost efficiently. Tailored training increases participation, acceptance and attention.

Most of our specialists continue to add to the literature with white papers on analyzing business problems and their and their solutions as well as delivering presentations at national and international conferences.

### **Alternative Instruction**

#### **Computer Based Training (CBT)**

CBT courses are self-contained, self paced teaching environments that allow a user to learn at her own speed without the overhead of an instructor. Individual and corporate training objectives can sometimes be best served by computer based training. If a self-paced approach, a refresher or putting an individual on a fast track is the educational objective, CBT is a very good alternative. While they cannot be customized with company specific or situational information, they are a great way to communicate the basics of the tool with help from a mentor.

### **Seminars & Webinars**

Monthly, 5x Technology' experts provide (2) invitation-only Webinars. These Webinars cover both Technical and Non-Technical issues that concentrate on solving specific data and process problems for a particular situation or tool.

Quarterly, 5x Technology' experts provide half-day, full-day, and multi-day invitation-only seminars and workshops that concentrate on solving specific data and process problems for non-technical executives.

