

A Connex Plan Phase Overview

The Plan Phase initiates the Connexall project and sets the framework for the remaining phases. During this phase the Connexall team will meet with the end user's project team to validate the work effort and to identify, analyze and prioritize the business processes affected. As a result of this high-level analysis the project scope will be determined, a project plan will be developed, and the Statement of Work (SoW) and Site Readiness documents will be produced.

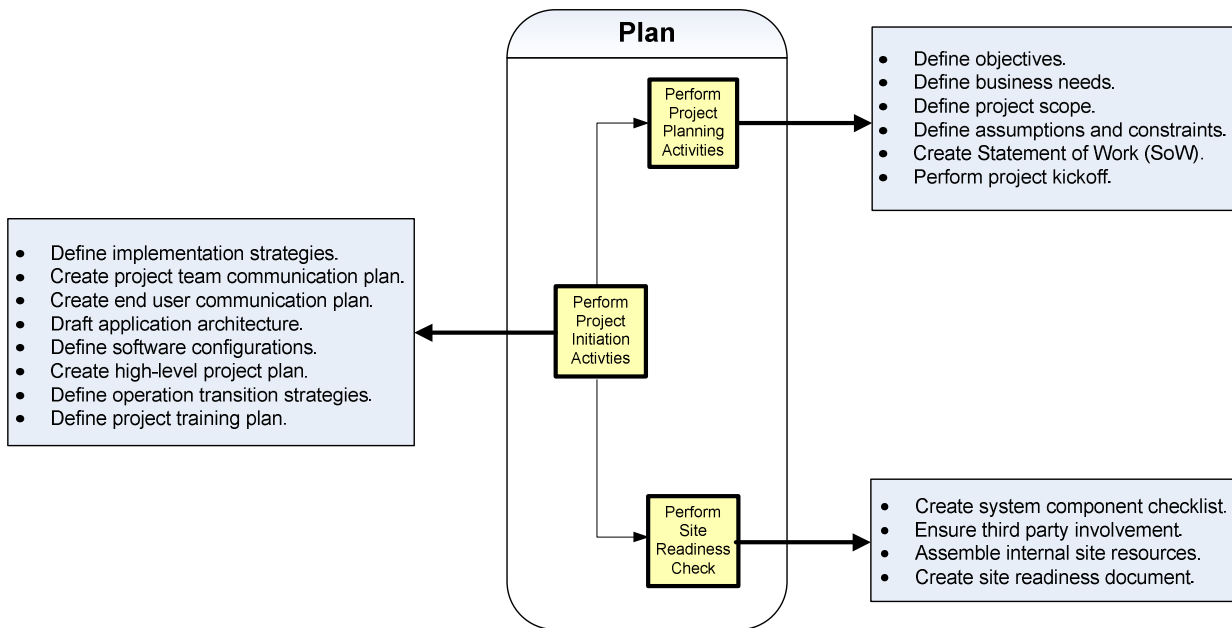


Figure 2 illustrates the activities performed during the Plan phase.

Key Deliverables

1. **A Statement of Work that will define the scope of work of the project, and provide an exhaustive description of all deliverables, software components and completion criteria.**

The responsibilities associated with this deliverable are:

- Connexall to produce and deliver the SoW
- End user to review and sign off

2. A high-level architectural System Diagram that will provide a visual representation of the technical components of the project.

The responsibilities associated with this deliverable are:

- Connexall to produce and deliver the System Diagram
- End user to review and sign off

3. A Project Plan that will present an exhaustive project timeline, marking important project milestones.

The responsibilities associated with this deliverable are:

- Connexall and the end user to collaborate in defining project goals and timelines
- Connexall to produce and deliver the Project Plan
- End user to review and sign off

4. A detailed Communication Plan that will ensure the clear and effective flow of information between all parties involved in the project.

The responsibilities associated with this deliverable are:

- Connexall and the end user to collaborate in identifying project team and key project stakeholders
- Connexall to produce and deliver the Communication Plan
- End user to review and sign off

5. A Site Readiness Checklist that will ensure that all technical and personnel resources from the end user's site have been effectively allocated.

The responsibilities associated with this deliverable are:

- Connexall to produce and deliver the Site Readiness Checklist
- End user to review and sign off

AConnex Design Phase Overview

The design phase focuses on working closely with the customer’s project team to understand specific business and technical requirements, and to translate them to a Connexall solution. In this phase, work activities involve determining application configuration, conducting a fit gap analysis, and conducting focus groups to identify business process changes and potential customization of the Connexall application. Connecting user-defined workflows to our solution design results in an integrated, coordinated and sustainable system.

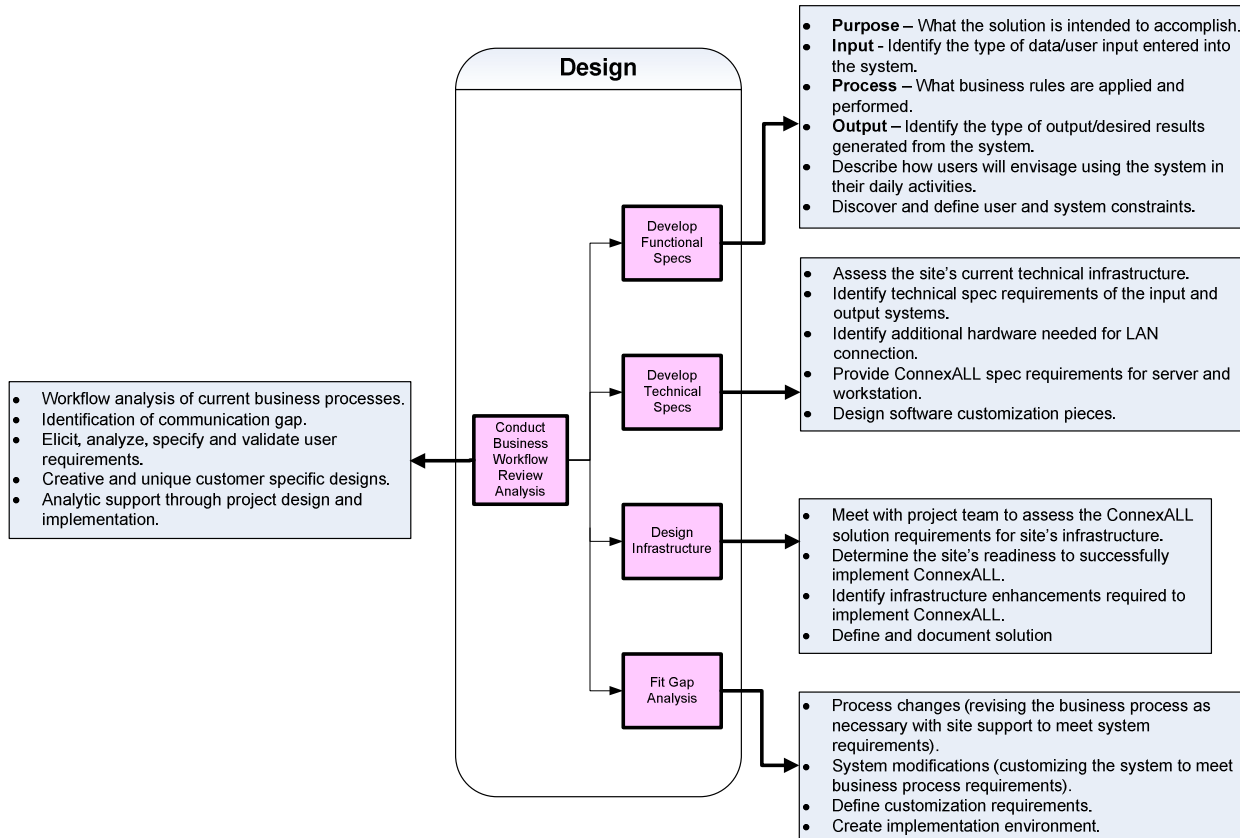


Figure 3 illustrates the activities performed during the Design phase.

Key Deliverables

- 1. Based on the findings of the site survey, and interviews with user groups, the Workflow Assessment Report will demonstrate how the end user’s current processes will be enhanced through the implementation of a customized Connexall solution.**

The Responsibilities associated with this deliverable are:

- Connexall to conduct the assessment and to produce and deliver the report
- End user to ensure that the resources are available to conduct the assessment effectively; and
- End user to sign off on the report

2. A Fit Gap Analysis that will demonstrate how Connexall will align with the end user's current system(s) and processes, and determine if customization and changes to the current processes are required.

The responsibilities associated with this deliverable are:

- Connexall to work in conjunction with the end user to identify current systems and processes
- Connexall to produce and deliver the analysis
- End user to sign off

A Connex Build Phase Overview

This phase focuses on implementing the approved Connexall solution design and testing the end user's new Connexall applications. This phase will also prepare for “going live” with the application.

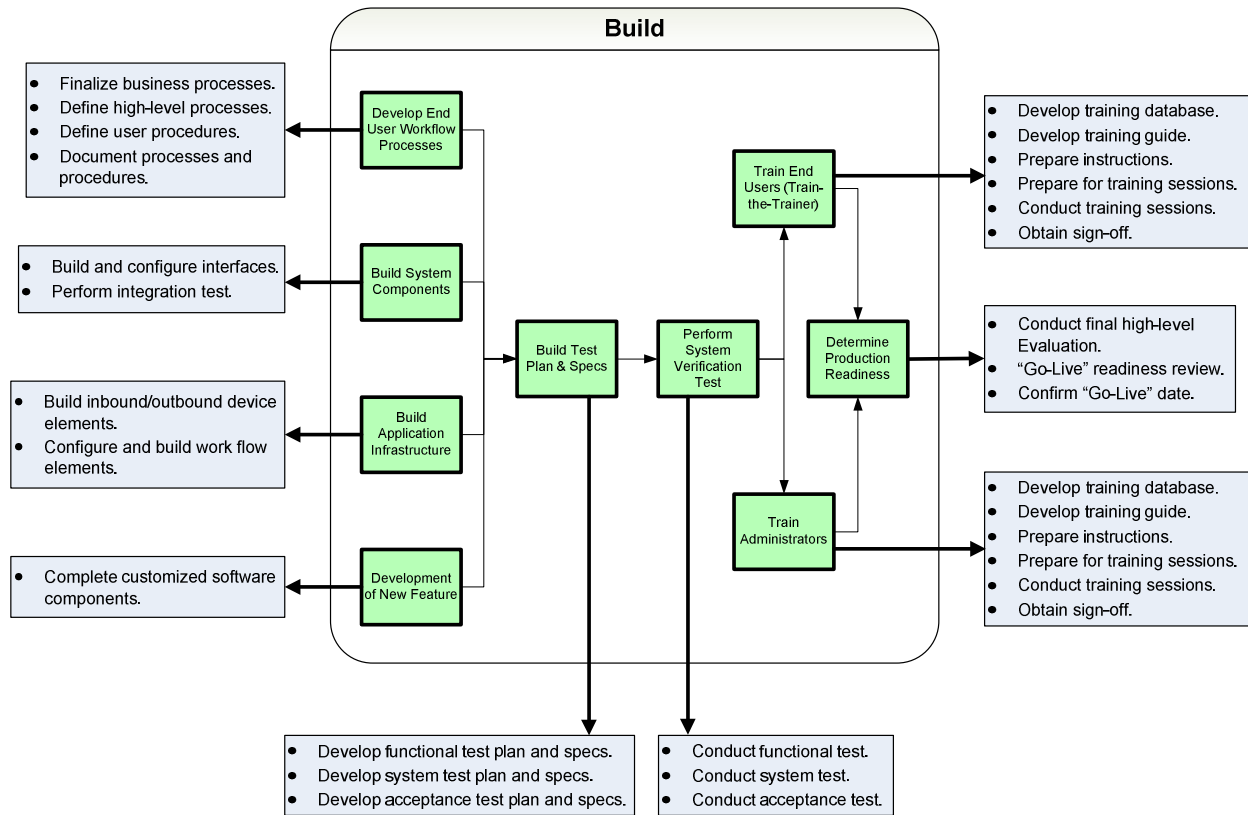


Figure 4 illustrates the activities performed during the Build phase.

Key Deliverables

1. A fully configured system based upon approved design specifications.

The responsibilities associated with this deliverable are:

- Connexall to complete the installation and deliver the configured system
- End user to participate in the technical and functional activities as outlined in the SoW

2. System interfaces and related documentation (including details pertaining to overall system configuration and operation)

The responsibilities associated with this deliverable are:

- End user to provide information and related documentation from third party vendor(s) required to interface between host systems and the new Connexall application
- Connexall to implement interfaces with support of the End User

3. Completed and comprehensive Test Plans which will be used to test complete system functionality as it relates to defined use cases.

The responsibilities associated with this deliverable are:

- Connexall to create initial test plans and end user to sign off
- Connexall to produce and deliver approved Test Plans
- Both Connexall and end user to conduct testing and deliver documented results for sign off

4. Training materials and trained end users, thus ensuring maximum knowledge transfer from the Connexall team to the end user's team.

The responsibilities associated with this deliverable are:

- Connexall can be contracted to produce comprehensive training materials and both end user and administrative focused training sessions.

5. "Go Live" Readiness Review document

The responsibilities associated with this deliverable are:

- Connexall to create and deliver Go Live Readiness Review document
- Both Connexall and end user to review
- End user to sign off

AConnex Operate Phase Overview

This is the final phase of the project where the end user's new, fully tested, Connexall system is brought online, monitored for performance, and transitioned to the support team.

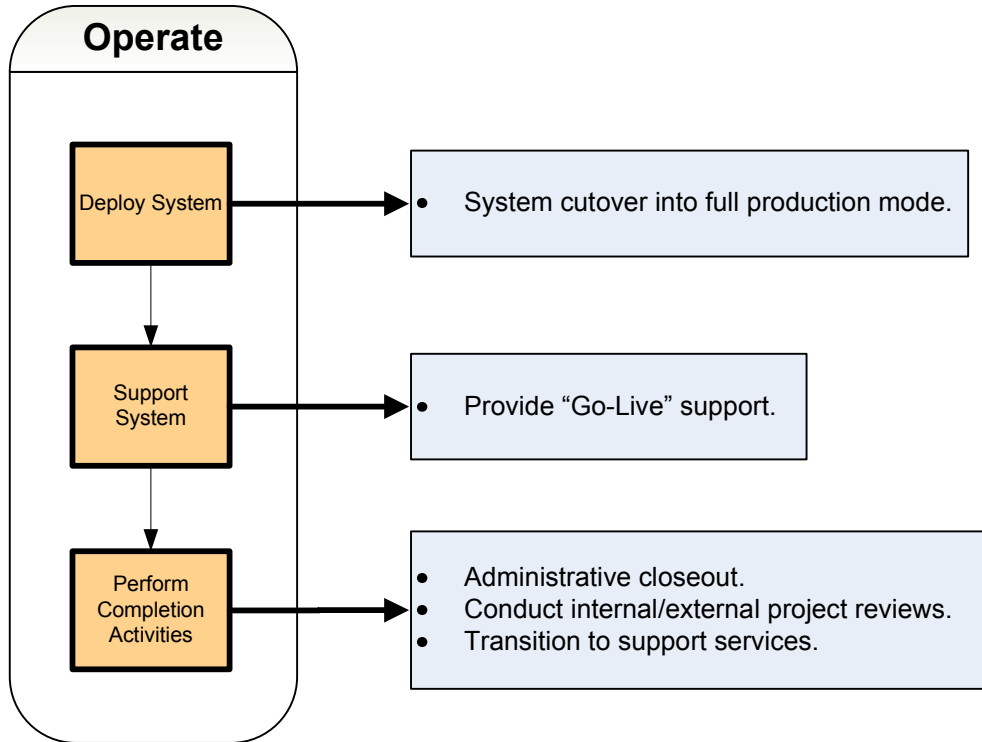


Figure 5 illustrates the activities performed during the Operate phase.

Key Deliverables

1. A fully tested application moved to production.

The responsibilities associated with this deliverable are:

- Connexall to support the transition to production, taking corrective action where necessary.

2. A fully prepared operations staff.

The responsibility associated with this deliverable is:

- The end user, with the guidance and direction of Connexall will prepare their operations and application management team to provide support for their system.

- 3. A Project Completion Review** that will include, but not be limited to, finalized system configuration, associated sign off documents, training materials etc.

The responsibilities associated with this deliverable are:

- Connexall and end user to participate in project closeout analysis meetings; and
- Connexall to complete and deliver a review document
- End user to sign off on the completed project as described in the SoW