

Last Spike Enterprises

The world is your workplace.



Outsourced Desktop Management

Connect with Getronics

Getronics North America

Marti Wilkie

Director

9009 West Loop South

Houston, TX 77096

713.852.53261

Martha.Wilkie@getronics.com

Getronics
IT SOLUTIONS AND SERVICES

Statement of Confidentiality

Getronics and Last Spike Enterprises may need to obtain confidential information from each other. Last Spike Enterprises agrees not to disclose any information provided in this document to any third party, except to the extent mandated by law or unless approved in writing by Getronics. Getronics agrees not to disclose any information provided by Last Spike Enterprises to prepare this document or to facilitate the business decision to any third party, except to the extent mandated by law or unless approved in writing.

The contents of this proposal expire 60 days from the date of this document.

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Executive Summary

Introduction

Getronics appreciates the opportunity to respond to Last Spike Enterprises' RFI for Outsourced Desktop Management. This proposal demonstrates Getronics' extensive capabilities, which cover all aspects outlined in the RFI, as well as our commitment to building a successful partnership with Last Spike Enterprises. We are well positioned to deliver to Last Spike optimized workforce productivity for your employees allowing you to pursue your core business objectives.

As the world's leading provider of Workspace Managed solutions focused on optimizing your employees' productivity, Getronics brings a depth of resources and breadth of experience to Last Spike's request. We recognize that an RFI is a first step in the process of determining what options are available to Last Spike to address its Desktop Management needs. As you proceed through your selection process we are confident that you will see that Getronics brings exceptional value to your organization. We look forward to the opportunity to further review your situation and to advise you regarding how Getronics can meet your requirements and deliver additional value to Last Spike.

Future-Ready Workspace

Based on the information contained in your RFI, Getronics can clearly provide you with the specific services you requested. However, we strongly feel that Last Spike would benefit from a more comprehensive approach to supporting your IT environment. Our Future-Ready Workspace (FRW) program is ideally suited to organizations such as Last Spike. The Future-Ready Workspace concept brings together multiple core services topped by a range of standardized solutions to deliver the required functionality for Last Spike. Future-Ready Workspace reduces the complexity, time, and costs involved in optimizing the workspace by managing all the components of the infrastructure as one system, rather than managing them individually. In addition, Future-Ready Workspace provides a scalable IT workplace environment that is always at optimum levels – *providing personalized information, any time and anywhere.*

Recognizing that you have requested information on a list of specific services, we have provided general information about our overall Future-Ready Workspace offering while providing details and pricing related to only those specifically requested services.

Last Spike's Objectives

Last Spike has experienced a period of explosive growth, doubling the company size in the past year. With aggressive growth, there are challenges in maintaining an IT workplace environment to meet your business objectives. Business technology is evolving quickly and constantly. If your business wants to stay ahead of the competition, then you have to be able to adapt rapidly, appropriately yet smoothly.

Getronics understands that Last Spike's RFI indicates your objectives and the services you believe you need to meet those objectives. Focusing on the individual - your employees - creates a workspace that is optimized for productivity. And, when that occurs, the value your business provides to your customers increases. You want to know that your employees, customers and partners can do business together securely, efficiently and without interruption. You want an effective, secure, and dependable workspace. Getronics is uniquely positioned to ensure that Last Spike achieves its objectives with the best alignment of corporate goals and culture, and technology innovation.

Getronics' Proposed Solution

To meet these objectives, you are requesting our response concerning the following specific capabilities:

- Software Distribution
- Help Desk
- Asset Management (Hardware and Software inventory mgt)
- Software License Management
- Patch Management
- Account Administration
- Security (desktop lockdown, server data encryption)

Getronics can offer Last Spike the requested services in an integrated fashion that will produce superior value for Last Spike, your employees, and your customers. Based on our Future-Ready Workspace offering, Getronics proposes to utilize a combination of complementary services. While each service will meet its specifically targeted need, combined they contribute to a broader capability and offer a greater return on investment.

Getronics Future-Ready Workspace solution – of which we are proposing a sub-set of services in this RFI response – reduces the complexity, time, and costs involved in optimizing the workspace, by managing all the components of the infrastructure as one system, rather than managing them individually. In addition it provides a scalable IT workplace environment that is always at optimum levels.

The services we are proposing leverage our experience with “best of breed” and “fit for purpose” tools utilized by Getronics’ remote service centers as well as tools applied to Last Spike’s network and desktops. In addition, Getronics will work with Last Spike to take full advantage of the investment Last Spike has already made in your Microsoft centric environment.

Implementation and Support Approach

Getronics has a rich history in client implementations and unequalled client satisfaction rankings. While the information contained in the RFI didn’t outline a desired transition plan for the Last Spike environment, we are confident that through additional dialogue we can scope out a detailed transition timeline and project plan that minimizes the risk of service disruption. Our experience in professionally managing service transitions has resulted in a methodology that provides seamless integration of the necessary people, processes, and tools. This transition methodology, with our proven change management process as the underlying foundation, is designed to determine the best approach to mitigate risk.

Investment

Getronics Future-Ready Workspace is designed to not only make your IT environment easy to operate within, but to also meet your budgetary and financial goals. Most fees associated with our services are billed on a monthly per seat basis, simplifying invoicing and budgeting – and allowing us to be responsive to your changing needs.

Please be assured of Getronics’ total commitment to support your decision with regard to this RFI. We look forward to a long and mutually profitable relationship with Last Spike.

Last Spike Enterprises RFI for Outsourced Desktop Management

The following minimum product requirements are necessary to participate in this review of hosted desktop management. Please check all that apply.

- ☒ Product is available to customers on or after **November 9, 2006** and is not in beta form
- ☒ Supports Windows XP Pro
- ☒ Does inventory scanning.
- ☒ Does software distribution.
- ☒ Does software license monitoring.
- ☒ Does patch management.
- ☒ Works with dynamic and unpredictable IP addresses (for remote workers).

A. General Architecture

1. Provide a diagram or describe the major hardware and software components and how they are interrelated and interconnected.

Getronics understands that Last Spike is focused on the six "Technology Goals" as outlined in the RFI documentation:

- Deploy software faster
- Test and deploy patches faster
- Detect and close vulnerability holes
- Determine hardware makeup of organization
- Offer desktop backup and restore if possible
- Locking down desktops

Getronics can meet these goals and our RFI response will focus on these specifics. However, we believe that Last Spike's "Technology Goals" are the initial starting point to evolve you to an optimized IT environment. Getronics looks forward to building a partnership with Last Spike to provide a more comprehensive outsourcing of desktop and server support that would actually create more substantial benefit for you.

The six "technology goals" outlined by Last Spike are essentially symptoms of a more basic need. What Last Spike appears to need is a standardized, low cost, centrally controlled computing environment that can quickly adapt to Last Spike's dynamic business needs while simultaneously requiring minimal Last Spike IT staff resources. By default, such an environment would meet the six goals outlined but would also provide much more.

Getronics standardized offer is called Future-Ready Workspace. Future-Ready Workspace utilizes Getronics' component-based approach to workspace service delivery, so it is flexible and easily extended to meet your individual business needs. An additional range of services and support capabilities can be added to the standard solution. We believe our proposed solution is uniquely aligned with your stated business objectives resulting in the following benefits:

- Reduced costs: Choosing an experienced partner can cut the cost of managing the IT solution by up to 30 percent. Getronics Future-Ready Workspace offers a low, fixed cost and transparent pricing models, so the price of upgrades and new programs can be easily predicted. Getronics' solutions are delivered at a fixed price per user per month, so ongoing costs are visible, predictable, and controllable, and Return on Investment (ROI) is quickly achieved.
- Reduced risk: Getronics' Future-Ready Workspace solution is underpinned by our security and remote management expertise, so important user data and information is kept safe, and the risks associated with managing a complex IT infrastructure are significantly reduced.
- Increased productivity: Because Getronics Future-Ready Workspace delivers programs that are up-to-date and integrated, information and applications including e-mail are easily accessed and retrieved. Knowledge workers have the performance and functionality they need to do their jobs more efficiently.

Getronics' use of Microsoft technology provides a familiar user interface that reduces training requirements and ensures continuity.

The Getronics solution starts with providing a Future-Ready Workspace platform with a common operating environment, as well as centralized management and technical architecture that relies on trusted technology. Last Spike employees will be plugged into the most updated and standard workspace, anywhere, anytime. This provides Last Spike with a comprehensive solution to achieve the business objectives stated in your RFI.

The Future-Ready Workspace concept consists of multiple core services topped by a range of standardized solutions to deliver Last Spike's required functionality. Future-Ready Workspace reduces the complexity, time, and costs involved in optimizing the workspace by managing all the components of the infrastructure as one system, rather than managing them individually. In addition, it provides a scalable IT workplace environment that is always at optimum levels. Our solution easily meets Last Spike's technology goals.

Further Getronics products and packaged solutions are available to provide additional capabilities while ensuring that the workspace remains future-ready. Businesses can choose the extended components they need, rather than paying for a complete package. By choosing only the necessary components, each client can tailor a comprehensive solution to meet their specific business needs while making sure they do not end up paying for unused capacity or software licenses. Getronics can also manage this next level of building blocks, including all client applications.

We welcome the opportunity provided by Last Spike to respond to your RFI and to further work with you to enhance our support model and to gain closer alignment to your business and IT objectives. Our proposal to support Last Spike's IT needs is based on a partial implementation of the Getronics Future-Ready Workspace offer in accordance with the RFI request to the seven specific services.

- Software Distribution
- Help Desk
- Asset Management (hardware and software inventory mgt)
- Software License Management
- Patch Management
- Account Administration
- Security (desktop lockdown, server data encryption)

We believe that our partnership with Last Spike represents an opportunity to evolve your IT environment to the next level of service excellence, not disruptive change for Last Spike. Getronics proposes to evolve Last Spike to a Future-Ready service model based on global standards and common processes that are scalable and flexible.

Software Distribution

Getronics provides software maintenance and management through our Software Distribution Center (SDC). We maintain your master image and issue periodic updates as required. The SDC means that all images are readily available to you to resolve any issues that may arise. In addition to your core image, Getronics SDC can distribute additional software packages at your request to one or all client machines.

Getronics will partner with Last Spike on a Change Management process that would screen all software requests to ensure that they are appropriate and to determine the best approach for distribution.

All software releases will be packaged and then tested using predefined test scripts prior to release. Getronics schedules the deployment, monitors the status, and produces exception reports.

Tooling

Getronics works to leverage your existing investment in Microsoft tools coupled with our unique methodology to provide a very effective and yet very cost efficient solution.

Help Desk

Getronics Future-Ready Workspace solution includes a robust Help Desk offering. Within our Help Desk, we provide various services and levels of services – depending on Last Spike's needs and desires.

Included in our response to your RFI:

Single Point-of-Contact (SPOC) Help Desk

The SPOC Help Desk provides a single touch point for your end users for problem tracking and resolution of their all technology workplace issues. Our SPOC Help Desk focuses on rapid issue resolution, particularly at Level 1, to get your end users back to being productive as quickly as possible. All requests for on-site services, including maintenance, installations, moves, adds, and changes are initiated, tracked and owned through resolution by the SPOC Help Desk.

SPOC Help Desk provides assurance that the proper processes are followed to instill quality and reliability in the problem management process. The primary goals are to:

- Maximize Level 1 resolution to deliver the most value at the lowest resolution cost
- Take ownership regardless of responsibility; we focus on the resolution of all issues, whether the responsibility lies with Level 1 or with 3rd party vendors
- Report and analyze the support performance of the entire client environment to recognize trouble support areas and trends that can be corrected to improve performance and eliminate issues

When end users require deskside assistance, SPOC Help Desk analyst initiates a dispatch process determined by location. SPOC Help Desk tracks the end user issue from inception through resolution, delivering efficient processing. End users also have the ability to monitor service request status online through access to self-service or by calling the SPOC Help Desk. They will also be notified via email when their service request is moved to "resolved" status, requesting them to provide further feedback if the issue was not resolved to their satisfaction. This positive call closure process helps keep end user satisfaction high.

Tooling

Getronics uses a suite of best-of-breed tools to equip our Help Desk agents with the ability to effectively service your end users. No alteration to Last Spike's environment is required except for the implementation of a remote control function. For remote control, Getronics

utilizes several packages – which package is implemented is determined through a joint evaluation of what best fits your technical environment.

Additional optional Help Desk services offered but not included in our response:

Level 2 Support - Our Managed Service Desk also includes Level 2 support services that bring highly technical, client-specific software and hardware expertise to our remote support model, increasing our ability to drive Level 1 resolution rates well into the 80-90% range.

Level 3 Support - Our Level 3 analysts will have access to your third-party vendor technical expertise. Level 3 support coordinates product expertise, provides certification support, and serves as an escalation point for complex issues.

Request Management – Request Management automates standard requests in your environment to allow for efficient and cost-effective processing of end user requests. Our solution is an on-line service catalog, offered via Web or portal, to allow your end users to “procure” products and services necessary to perform their jobs. These might include desktops, laptops, mobile devices, training, access to shared drives, etc. The request management solution is Web-based and integrated with our incident management system for tracking and reporting purposes. Additionally, the request management tool is integrated with your procurement and approval processes in order to achieve compliance with purchasing policies. It can also be integrated with your equipment vendors, in order to further streamline the purchasing process.

Asset Management (Hardware and Software Inventory Management)

Getronics Asset Tracking and Reporting is designed to assist you in achieving and maintaining control of your Information Technology (IT) assets through a comprehensive enterprise solution. Our solution is fully integrated with our incident and problem management systems to provide assurance that install, move, add, and change information reconciles with your inventory. Our solution will help you achieve the following goals:

- Track and support all assets throughout the asset lifecycle, from acquisition to disposal
- Maintain a highly accurate, dynamic, integrated asset database
- Provide flexible reporting capabilities across all asset management functions

Hardware Tracking

Asset tracking focuses on physical control of the asset. It begins with tagging the assets, deploying them as required, and monitoring them throughout their lifecycle. We dynamically track and manage configuration, ownership, user, location, changes, topology relationships, and other critical asset information. Assets are categorized by a variety of characteristics, including serial, part, model, and version numbers. We monitor an asset’s status, as well as its complete deployment history. The process of tracking assets through all the stages of their lifecycle can be delivered in conjunction with other Getronics services such as Managed Service Desk, Technology Refresh, and IMAC to create even more business value for you.

Software Tracking

You should start almost any asset management project with a basic inventory of your software assets in order to assess what you have deployed and begin to assess where you can derive the greatest potential savings. The ideal way to complete an inventory is through an auto discovery of your assets.

The next step is to understand what software applications are being used and to characterize their frequency of use. This is most efficiently completed in conjunction with an auto discovery of your hardware assets.

Reporting

Reporting is a key element in managing assets, so we work with you to determine your unique reporting needs. We deliver more than 170 reports specifically designed for corporate users according to their "role" within your organization (financial manager, procurement agent, inventory manager, technology manager, etc.). You select from a list of pre-existing reports and then define variances on certain search criteria to tailor the reports to your business' needs - no programming is required.

Tooling

To facilitate Asset Management, Getronics relies upon standard Microsoft network tools – which most clients already have deployed – coupled with our implementation of best of breed database and reporting software. Our tool utilizes a small agent that is remotely installed on Last Spike's assets that then communicates with Getronics Asset Management server ensuring a comprehensive view of your assets.

Software License Management

Companies risk millions of dollars in penalties and negative publicity for noncompliance with software license agreements. Almost as concerning, analysts estimate that most companies are over licensed by at least 15%. Once you identify what you have and match it up with what you own, you can achieve compliance. In addition, if you know what your employees are using or not using, you can drive down license costs through more effective vendor management.

Getronics Software License Management (SLM) proactively manages deployed software assets within your enterprise. Implementing a disciplined approach to software acquisition, management and monitoring of existing licenses, as well as retirement of support on unused licenses can dramatically increase the efficiency of your software investments. As an initial step to SLM, license distribution includes discovering what has been loaded and tying that installation with a license purchase, using best practice processes and tools. If your software is not distributed properly, Getronics SLM identifies where you may be able to recover licenses to be used elsewhere, thereby avoiding the added expense of purchasing additional licenses. In addition, license distribution will allow Last Spike to monitor and track entitlement.

Getronics uses a standardized workflow for the discovery of software data and reconciliation against license entitlements. It is governed under our global service management framework and contains the following:

- Request and change management
 - ◆ Request processing, provisioning, disbursements, and tracking against purchase licenses
 - ◆ Report on strategic software assets based on usage
- License management
 - ◆ Advice on which license contracts are appropriate
 - ◆ Buying of licenses for the best price

- ♦ Reuse of licenses (software pool)
- ♦ Advice on operational licensing issues
- Operations
 - ♦ Day-to-day management of changes to the Information Technology Asset Management (ITAM) inventory data
 - ♦ Monitoring of data validation processes
 - ♦ Reporting usage and compliance
- Analysis report
- Strategic advice on software assets

Tooling

Getronics SLM solution utilizes industry standard tools which – if not already present - would be installed throughout Last Spike's enterprise. These would be supplemented by Getronics database and reporting tools.

Patch Management

Getronics' approach to Patch Management is essentially the same as our approach to Software Distribution – the difference being that under Patch Management the "software" being distributed is a functional or security related update to the Operating System.

- Getronics continually monitors Microsoft-released operating system security patches and service packs
- Patches are reviewed to confirm that they are appropriate for deployment to client infrastructure
- Patches are tested against the master image using predefined test scripts prior to release
- Getronics schedules the deployment, monitors the status, and produces exception reports

Account Administration

Getronics provides account administration services (create, change and delete user Exchange and Domain access accounts that are pre-approved by a limited set of appointed approvers within the client) as part of our standard Help Desk service offering. Details of the implementation (who has approval rights etc.) would be worked out in discussions with Last Spike.

Tooling

We will provide appropriate access to designated Last Spike personnel for certain agreed upon functions.

Security (desktop lockdown, server data encryption)

Last Spike is requesting only two very specific security services.

Desktop Lockdown

Getronics will work with Last Spike to leverage existing Microsoft capabilities within the Windows XP environment – coupled with SMS – to provide for a “locked down” desktop environment. Getronics Software Distribution service works in a complementary partnership with Windows XP in order to ensure appropriate access to required software while at the same time tightly controlling the end user environment.

Server Data Encryption

Based on the information in the RFI, we are assuming Last Spike is retaining ownership and management of Last Spike’s data servers. Getronics can assist Last Spike in the implementation and support of several industry standard data encryption methodologies. Which method would be best for the Last Spike environment would depend upon additional investigation.

2. Provide the business case for your proposal based on Last Spike’s goals, objectives, and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words or fewer.

Last Spike has already recognized the need to implement a controlled desktop software environment – based on your experiences over the past few years. In addition, the rapid growth of Last Spike has stretched existing resources and you have recognized the need to have an environment that is flexible enough to be responsive and evolve with to your changing business requirements.

Getronics solution is based upon our Future-Ready Workspace solution that recognizes the special needs of companies such as Last Spike. It starts with providing a base platform, with a common operating environment, centralized management and technical architecture, relying on trusted technology. Last Spike employees will be attached to the most updated and standard workspace, anywhere, anytime. This provides Last Spike with a comprehensive solution to achieve your business objectives stated in your RFI.

The Future-Ready Workspace concept consists of multiple core services and on top of that a range of standardized solutions to add the required functionality for Last Spike. Future-Ready Workspace reduces the complexity, time and costs involved in optimizing the workspace, by managing all the components of the infrastructure as one system, rather than managing them individually. In addition it provides a scalable IT workplace environment that is always at optimum levels. Our solution offers the technology goals Last Spike is looking for.

The Last Spike RFI is specific in limiting the requested services to the items outline in question A1 above. While this limitation prevents Last Spike from attaining the full benefits of a complete Future-Ready Workspace implementation, Getronics can still provide Last Spike with tangible value for these seven offerings.

Getronics Future-Ready Workspace can provide cost relief with a cost-effective alternative to developing and managing these services in-house. By utilizing these services from Getronics, you can leverage our tremendous investment in people, processes and tools to your advantage. Our per-seat approach to pricing provides Last Spike the flexibility to quickly adjust to changes in organizational size and needs.

The implementation of these services will go a long way towards providing Last Spike with a flexible and robust computing environment that will allow you to maximize the productivity of your employees – enabling them to spend their time supporting your products and customers – rather than wrestling with IT.

At a strategic level, bringing Last Spike's IT environment under control will provide Last Spike with the ability to focus on capturing market share within your competitive marketplace, knowing that you have a nimble and cost effective IT environment that can respond rapidly to changing conditions to support your endeavors.

3. Provide a justification for using a hosted desktop management provider instead of going in-house. Please limit your answer to 300 words or fewer.

Four key goals are often associated with optimizing the business workspace:

- IT systems need to perform consistently at optimum levels, not just after the initial deployment
- Information needs to be available on demand to anybody who needs to use it
- Self Service support facilities should enable users to resolve issues quickly and effectively
- In-house IT teams and managers need full control over the system.

However, the traditional in-house approach to service delivery has made it difficult to achieve the ideal balance between service and expense. As a result functionality and performance levels are often sacrificed in order to keep costs down. An effective solution will make sure that changes to the infrastructure are integrated quickly and cost-effectively so that business can continue without disruptions. Moreover, the solution will make sure information remains secure, that costs are clearly visible, and that benefits are rapidly achieved.

Through the Future-Ready Workspace solution, Getronics takes full responsibility for service and support delivery to ensure that all components are up-to-date and integrated to work together in optimal condition so that Last Spike is able to plan, control and direct your IT systems without worrying about implementation and maintenance. Getronics provides all the support services required to meet your workforce's primary technology needs, from desktop service and asset management to providing on site and remote systems management.

Future-Ready Workspace allows Last Spike to leverage Getronics existing investment in people, resources and technologies – freeing Last Spike's IT resources to focus on supporting business applications and future plans rather than on day-to-day operations. In addition, Future-Ready Workspace is extremely flexible in terms of accommodating changes in demand, enabling a rapid response to changing conditions.

B. Platform & Protocol Support

1. Which operating systems are supported for inventory scanning?

- ☒ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☒ Mac OS X
- ☒ Linux
- ☒ Solaris
- ☒ Other (if it supports SNMP)

2. Which operating systems are supported for software distribution?

- ☐ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Other (list)

3. Which operating systems are supported for patch management?

- ☐ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☐ Mac OS X
- ☐ Linux
- ☐ Solaris
- ☐ Other (list)

4. Which operating systems are supported for remote control?

- ☒ Windows 98SE
- ☒ Windows NT 4
- ☒ Windows 2000
- ☒ Windows XP
- ☒ Mac OS X
- ☒ Linux
- ☒ Solaris
- ☐ Other (list)

5. Which Web browsers are supported for web based administration by the IT managers?

- ☒ Internet Explorer,
- ☒ Internet Explorer, Mac OS X
- ☐ Safari, Mac OS X

- ___ Firefox, Windows
- ___ Firefox, Mac OS X
- ___ Firefox, Linux
- ___ Konquerer, Linux
- ___ Mozilla, Linux
- ___ Lynx
- ___ Opera
- ___ We do not use web based administration

6. If you do not use web based administration, please describe what you use for administration, and which platforms are supported.

Getronics uses web-based tools for administration

7. How do clients update their information and receive new tasks? Are they performed on a periodic schedule (pull), can tasks be performed immediately (push), or do you support both? What's the smallest period of time supported for performing an update? Please limit answer to 250 words.

Getronics Future-Ready Workspace creates a stable environment by ensuring that software updates or deployments simply do not go wrong. This is achieved by a firm Change Management process, and by firmly described Release Management procedures. Users are not granted administrator rights, so any software deployment is the result of a tested and approved Roll-Out. In case of hardware failures, remote re-installation is standard with Future-Ready Workspace, including all previously deployed (and registered) applications.

Getronics has chosen an industry best of breed tool for delivering patches and applications. With this tool we push patches and updates etc. to the client computers, whereupon they begin automatic deployment. However, users can postpone the reboot if required for a pre-defined period of time. This 'grace' period parameter is set during the initial installation of our tool and should be agreed upon beforehand by Last Spike and Getronics.

The timing of all updates should be under the guidance of a clear Change Control process that takes into account various factors including the urgency of the update, complexity, number of users impacted, associated learning curves (if any) etc. These and other factors will determine the appropriate time period needed between updates.

For non-critical updates or optional software, Getronics can implement an end user accessible portal to provide end users with the ability to "pull" updates as they desire.

C. Inventory

1. Describe what hardware information can be retrieved. How detailed are the results? (Please limit to 250 words).

Our Asset Management discovery tools can capture virtually any information that is electronically available within the connected device.

Typical data points include device specific data such as: serial number, IP address, total hard disk size, total memory size, processor type, number of processors, operating system, subnet on the main NIC, gateway on the main NIC, etc.

Electronically readable information can be augmented with additional data elements through creative cross-references to other data sources and/or manual data collection to capture information such as: user name, Getronics identifier, client identifier, product, location, status, comment, owner department, owner contact, installation date, warranty end date, license number, number of licenses, etc.

Electronically captured data can then be augmented with additional information, enabling the asset and its attributes to be relationally tied to owners, users, departments, functions, class of equipment, etc.

2. Describe what software information can be retrieved. How detailed are the results? (Please limit to 250 words).

Our Asset Management discovery tools can remotely capture virtually any information that the software makes available on a connected device.

Similar to the data collection capabilities for hardware in the prior question, our tools can electronically capture certain data points such as: version, serial number/license key, language, and license expiration date.

Electronically readable information can be augmented with additional data elements through creative cross-references to other data sources and/or manual data collection to capture information such as: location, cost center, high level organization (i.e. department), warranty/maintenance/service contracts, purchase price, purchase order number, purchase date, user, etc.

Information about software on non-connected devices can be captured via various manual and quasi-manual processes.

3. Is registry information collected? Is an exhaustive list of files collected? (Please limit to 100 words)

We can capture complete or selective registry information. Our Inventory Tools can capture available information for just about any business asset. Any device that is connected to the network and utilizes SMNP can be "discovered" and recorded. In addition, non-connected devices (projectors, etc.) can be manually captured and then systemically recorded.

Our Asset Management database can be augmented with non-device information such as lease data, physical location etc. providing you with a holistic view of your assets.

4. Can your product be used to track leased computers? Can it track non-PC inventory (such as projectors)? Please limit to 250 words.

Our inventory tools can capture available information for just about any business asset. Any device that is connected to the network and utilize SMNP can be "discovered" and recorded. In addition, non-connected devices (projectors, etc.) can be manually captured and then systemically recorded.

Our Asset Management database can be augmented with non-device information such as lease data, physical location etc. providing you with a holistic view of your assets.

5. Describe how Last Spike will be able to use inventory information to better plan for future hardware and software upgrades. Please limit to 250 words.

Through our solution, you will derive tremendous value by being able to exercise control of your technology environment, not only in terms of knowing what is in your environment, but in terms of managing the technological and economic life cycle of each asset.

Benefits include:

- Increased employee productivity and reduced maintenance costs through:
 - ◆ Faster problem diagnosis and resolution because Service Desk Analysts have access to asset management data they can use to diagnose a problem within the context of the IT environment in which it is occurring, resulting in:
 - Greater first call resolution
 - Fewer dispatched calls
 - Fewer return visits as technicians have a complete description of the hardware, which means they have the right replacement part when they perform a hardware maintenance activity
- Project cost savings as no data collection is needed for implementation
- Software costs are reduced through analysis of entitlement, utilization, license fees, and version control
- IT management has a reliable database to use when performing configuration management and change management activities
- Flexible and accurate reporting capabilities are available to all Last Spike organizational elements needing access to asset data
- Technology replacement reporting and implementation is facilitated through comprehensive reporting capabilities.

By capturing your asset information, you have the knowledge needed to secure volume discounts on purchases, maintenance contracts, and to control assets for optimum utilization. Powerful reporting tools allow more accurate analysis and interpretation of data, assisting you in making informed business decisions.

D. Software Distribution

1. What software can be distributed? Are you limited to just MSI files? Can custom installers be created? Describe the process to create non-MSI installs (snapshot installs). Do you support pushing down individual files and folders? Please limit to 500 words.

Getronics can distribute any type of software that can be packaged by an installer. This can include custom developed applications, and third party applications, as well as off-the-shelf applications. We are not limited to using the MSI Installer exclusively. We have and can use many other installers as required. We do support distributing individual files and/or folders.

2. How do you handle dependencies? Can you specify if an application requires another app before installing? Please limit to 250 words.

Our proven software distribution methodology and tools can handle dependencies. When utilized in conjunction with our Asset Management database, we can know in advance which systems to target with which upgrades/patches – in addition to building confirmation checks into the update jobs themselves.

3. Some installers are very large. For example, a 100MB service pack deployed to the central office would require 170GB of data transferred. What methods do you offer to minimize bandwidth usage? Limit answer to 500 words.

Getronics software distribution tools include the features to address concerns over bandwidth and file size. Techniques such as checkpoint restarts, bandwidth throttling etc. are available within the toolset. Getronics utilizes the appropriate features to match your technical environment.

4. How do you support mobile and disconnected users? Can you do checkpoint restarts? Will you throttle back a transfer to give priority to other traffic? Limit answer to 250 words.

We fully support mobile and disconnected users. Mobile users can receive updates “on demand” when they connect to the network (see answer #3 above for issues surrounding bandwidth). For truly “disconnected users” we utilize quasi-manual methods such as CD updates.

E. Software License Management

1. Last Spike is very concerned about software license management. Describe how your product can be used to keep a company in compliance. Limit answer to 500 words.

Companies risk millions of dollars in penalties and negative publicity for noncompliance with software license agreements. Almost as concerning, analysts estimate that most companies are over licensed by at least 15%. Once you identify what you have and match it up with what you own, you can achieve compliance. In addition, if you know what your employees are using or not using, you can drive down license costs through more effective vendor management.

Getronics Software License Management (SLM) proactively manages deployed software assets within your enterprise. Implementing a disciplined approach to software acquisition, management, and monitoring of existing licenses, as well as retirement of support on unused licenses can dramatically increase the efficiency of your software investments.

As an initial step to SLM, license distribution includes discovering what has been loaded and tying that installation with a license purchase, using best practice processes and tools. If your software is not distributed properly, Getronics SLM identifies where you may be able to recover licenses to be used elsewhere, thereby avoiding the added expense of purchasing additional licenses. In addition, license distribution will allow Last Spike to monitor and track entitlement.

Getronics uses a standardized workflow for the discovery of software data and reconciliation against license entitlements. It is governed under our global service management framework and contains the following:

- Request and change management
 - ◆ Request processing, provisioning, disbursements, and tracking against purchase licenses
 - ◆ Report on strategic software assets based on usage
- License management
 - ◆ Advice on which license contracts are appropriate
 - ◆ Buying of licenses for the best price
 - ◆ Reuse of licenses (software pool)
 - ◆ Advice on operational licensing issues
- Operations
 - ◆ Day-to-day management of changes to the Information Technology Asset Management (ITAM) inventory data
 - ◆ Monitoring of data validation processes
 - ◆ Reporting usage and compliance
- Analysis report
- Strategic advice on software assets

Getronics Software License Management offers the following advantages:

- Improved cost control over software licensing through analysis of entitlement, utilization, license fees, and version control.
- Reduced risk of compliance violation and/or fines

- Maintenance of positive "Corporate Citizenship" values and avoidance of negative publicity
- Precise re-allocation of non/underutilized software assets, saving money
- Business unit acceptance and "buy in" to fund projects, reducing compliance and asset utilization risk
- Increased end user satisfaction due to improved responsiveness and knowledge

Getronics Software License Management allows you to:

- Comply with all software license agreements by integrating industry standard asset management and software licensing tools and processes
- Maximize investments in software assets by verifying that all licenses are deployed and all deployed licenses are utilized
- Streamline software procurement and reduce process and acquisition costs to deliver on-going compliance and asset utilization, while deploying savings back to the business
- Increase efficiency of the service desk and improve employee satisfaction by providing more detailed software and hardware asset information to the service desk analyst for incident management
- Create the business case for business line approval and funding by utilizing existing (and planned) infrastructure, Getronics personnel and a solid ROI analysis

2. What information related to license management can be recorded? Check all that apply.

- ☒ Software version
- ☒ Serial number/CD Key
- ☒ Purchase order number
- ☒ Requisitioned by
- ☒ Purchase date
- ☒ Price for license
- ☒ License expiration date
- ☒ Maintenance expiration date

3. Do you support per-seat, per-concurrent usage or site licenses? Please answer Yes or No for each.

- Per Seat – Yes
- Concurrent Usage – No
- Site License - Yes

4. Do you support downgraded license borrowing (i.e., a license for Office XP will be valid for an install of Office 2000)?

Yes, we can support downgraded license borrowing via a manual reconciliation utilizing automated reports.

5. What happens when the organization is no longer in compliance? Describe the reporting and alerting mechanism. Please limit answer to 250 words.

Getronics system provides compliance reporting capabilities that can be reviewed and acted on by personnel managing license compliance. We utilize compliance reports to identify which software applications are not in compliance and then alert our clients as to the compliance issues. We then manage those issues as directed by Last Spike.

F. Patch Management

1. Describe the robustness of your patch management solution. What makes it better than competitors? Please limit to 500 words.

Getronics utilizes industry leading tools for the distribution and management of patches. The utilization of top tier tools in conjunction with our processes and methodologies provides for an extremely robust patch management solution that provides complete tracking and reporting of patch compliance.

2. What type of patches do you support? Windows only? Office? Third party? Custom apps? By support, in this instance, we mean that you can detect, deploy and report if a patch is not installed. Please limit to 150 words.

We support all types of patches and software packages for distribution. We have termed "patches" as Microsoft-released updates to the operating systems and Microsoft Office. All other software updates are considered to be package distributions.

We can leverage our asset management solution to identify which patches are or are not installed.

3. Last Spike prefers to deploy patches in test environments, and then roll out to small groups of users. Describe how your patch deployment model works, and if Last Spike will need to modify their standard procedures. Limit to 250 words.

Getronics patch deployment process requires the use of a test environment and approval of patch release by the client before a patch of any type is placed into production.

4. What other vulnerability assessment capabilities do you offer? Please limit to 500 words.

Getronics Security Consultancy includes the following strategic services:

Trusted Advisor Program - Trusted Advisor Programs provide guidance on strategy, structure and program initiatives related to information security. These programs help IT management and executive staff design and manage organizations that can effectively examine and address constantly emerging threats, comply with new regulatory statutes, and respond with innovative security solutions required by changing business strategies.

Security Benchmark - Our benchmark service provides a comparative review of your organization's security program against a database of security practices from other organizations in the commercial and government sectors. The results of the engagement succinctly show the level of an organization's security program and how that program stands vis-à-vis due-care guidelines, regulatory requirements and the practices and programs of other organizations.

Rosetta Stone Security Analysis - This unique compliance management service employs the Getronics Rosetta Stone methodology to help clients evaluate how well their security practices satisfy the security-related requirements of multiple regulations and standards. Getronics Rosetta Stone focuses on your unique security policies and controls, rather than generally accepted practices.

Risk Analysis - This service provides a standards-based review of your assets and identifies areas of security risk. Through interviews with representatives of your company, our senior security consultants identify critical assets, relevant security risks, present the magnitude of these risks and highlight methods for mitigating them.

Getronics Security Consultancy includes the following tactical services:

Vulnerability Assessment - Our assessment service identifies vulnerabilities within your organization's networks and information systems. The service delivers a comprehensive list of existing vulnerabilities ranked by severity and guidelines for mitigating them.

Penetration Testing - A deep assessment of network security, Getronics Penetration Testing mimics cyber-attacks by attempting to exploit vulnerabilities in your networks and systems. Our security engineers combine the tools and techniques used by hackers with disciplined procedures to provide unique insight into your state of security.

Wireless Assessment - Our senior security consultants perform a thorough analysis of your organization's wireless communications infrastructure to uncover vulnerabilities to the wireless networks and risks that arise from the connection of wireless infrastructure to wired networks and systems.

Application Assessment and Code Review - Our consulting team conducts a thorough review of your web application security. We work with your development teams to statistically analyze your code and identify any defects or weaknesses, ranging from loosely specified interfaces to memory leaks.

Security Organization Assessment - Using a standards-based analysis of security functions and job designs, we recommend improvements to the overall design of security organizations and approaches to allocating security roles and responsibilities across functional units.

Network Design and Review - Our certified support professionals help you identify issues with your network layout and suggest alternative placement in order to improve security.

Security Technology Configuration - Security technologies are ineffective, and can even potentially introduce new vulnerabilities, if they are configured incorrectly. Getronics technology experts are certified by leading security vendors to provide the proper configuration and performance of your security solution.

G. Help Desk Features

1. Do you offer remote control capabilities? Do you use your own client, or utilize Microsoft's RDC? Limit to 100 words.

Our Future-Ready Workspace support desk agents have remote control capabilities available to utilize when appropriate. Indeed, the use of remote control can not only speed the resolution of an end users problem but can also provide a measure of "just in time training" with the potential benefit of reducing the chances of the same end user encountering the same issues again. We utilize multiple remote control tools in order meet the flexible varying needs of our client base.

2. Do you offer advanced features beyond screen sharing? For example, chat, instant messaging, remote file send, remote print. Limit answer to 250 words.

In our service center support operations we find that our robust remote control tools are sufficient to expedite the resolution of end users issues. We do not currently utilize chat or instant messaging in our support processes.

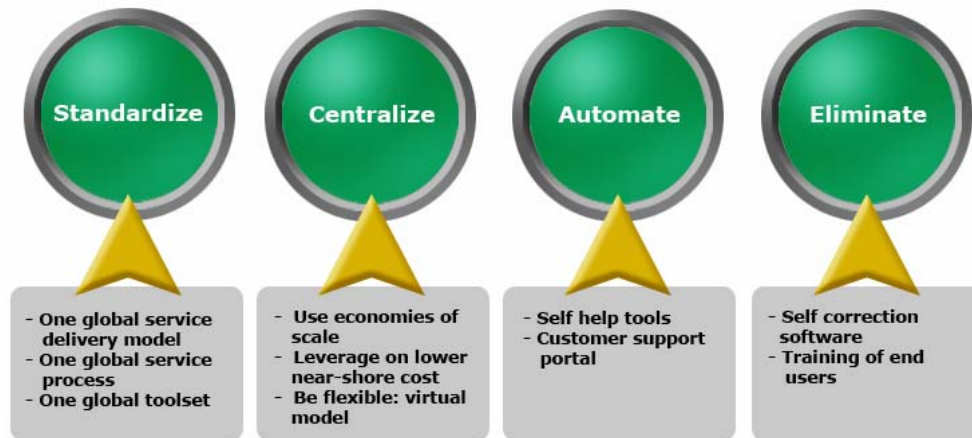
3. Do you support remote rebooting? Y / N

Yes

4. Describe how your product can help Last Spike solve help desk calls faster. Limit to 250 words.

Getronics Future-Ready Workspace attacks the primary cost elements of maintaining your employees' productivity by giving them a robust IT environment built to minimize disruptions and downtime. This environment is then backed by our fully developed Service Desk operations to rapidly resolve any issues and to use the information gained from each incident to mitigate any reoccurrences.

Our technical design aims at standardization, centralization rationalization, and eventually virtualization. We have extended this approach to our support organization as well. Getronics has invested heavily in its people, tools, technology and processes to increase the effectiveness of our Service Desk and maximize the number of end user problems fixed at this first level of support. Our strategy is to standardize, centralize, automate and eliminate incidents. Our ITIL Service Management Framework is built on enabling technology, automation, and self service to drive down cost. This enables Getronics to evolve our solution for service desk support services from a standard model into one that delivers remote services, automation and self-help direction. As new technology rolls out, support costs will increase, unless incidents are directed toward automation, self service and remote services. Service Desk services have reached a level of maturity where this can now be accomplished. Getronics understands that the effectiveness of driving operational processes through this model and the benefits it can deliver to our clients.



5. Do you offer desktop backup and restore services? What type of data can be backed up?

Future-Ready Workspace standard configuration directs end user documents to be automatically stored on hosted file servers rather than on the end users local hard drive. Data stored on the hosted servers automatically leverages Volume Shadow Copy and Distributed File System to provide protection in the event of a hardware failure.

H. Administration

1. Do you offer role based administration? Can administrators, read only, or limited access accounts be created? Can you limit the abilities of a user to specific groups or individual computers? Limit answer to 250 words.

Yes, we offer role based administration. Building on the capabilities inherent within Active Directory, we can control rights by groups and types of users. We would work closely with Last Spike to understand the desired levels of authorizations and desired groupings. Roles can be further defined by desired functionality – rights to reset passwords, create data shares, create or modify user accounts, for example.

2. What traditional IT functions do you take over, if any? What tasks or services will move from Last Spike's responsibility towards yours? This can include maintaining the desktop management infrastructure, low level technical support, packaging applications, vulnerability monitoring, testing software deployments and so forth. Please limit to 750 words.

Getronics Future-Ready Workspace offering is designed to transfer various tasks and function to Getronics. As Last Spike is requesting only a sub-set of our Future-Ready Workspace services, the number and scope of transferred functions discussed here is limited to the following:

- Management and Execution of software and patch deployment
- Service Desk – Getronics will take end user problem calls into our global service centers for resolution. Calls that cannot be resolved remotely will be dispatched to third party resolver groups, specified by Last Spike.
- Monitoring of software license compliance (reporting will be made available to Last Spike)
- Asset Recording and Monitoring – Getronics will gather the agreed upon data and make it available to Last Spike for Last Spike to use in management decision making
- User Account administration – Getronics Service Desk staff will be able to create, modify and delete end user accounts in accordance with define Last Spike authorizations.

These are the functions within the scope of this RFI. Getronics can extend our value to Last Spike though numerous enhancements such as additional services and/or additional consultative recommendations. We view our engagement as evolutionary – starting with the basic infrastructure supports and then growing to meet your additional needs.

3. What other professional services do you offer?

Getronics Consulting Services provide specific offerings that are focused on assisting clients with maximizing the impact of technology for business and strategic value through three areas.

- *Alignment Services* – Consultants will deliver services in IT catalog assessments, industry best practices, support service investment and gap analysis, operational improvement and service design engagements.
- *Governance and Technology Services* – Consultants will advise on IT governance and best practices in areas such as ITIL and security education, ITIL process implementation, and information security. They will oversee services in technology and business strategy integration, architecture design, operational excellence through technology innovation, and system engineering and integration.
- *Project and Transition Services* – Certified consultants will engage with clients on project planning, budgeting, and risk mitigation, implementation of large-scale, global support service transitions, and large-scale technology refresh and deployment initiatives.

In addition to our Professional Services, Getronics offers an integrated, globally consistent services portfolio to help our clients reach higher levels of productivity, flexibility, and service excellence. We deliver IT services and solutions specifically oriented towards improving our client's workspace. Our portfolio focuses on applications, security, communications, and platform/device support required to optimize performance. We not only design, build, and deploy these solutions, but we also manage them consistently via our worldwide network.

- **Application**
Development, integration, management, and maintenance for the enterprise application assets placing them firmly at the center of the workspace
- **Workspace Management**
Remote and onsite services to manage complex IT infrastructures to keep the foundation of the enterprise workspace running smoothly and cost effectively, and that those who rely on it are supported
- **Technology Transformation**
Optimizing storage, server, and network interdependencies from both a functional and financial perspectives to take clients from their current state, to their desired state, and keeping them there
- **Communications**
An extensive set of solutions for both the technology and delivery model needed including design, roll out, and management of voice, data, and video in fixed and mobile environments
- **Security**
Complete lifecycle security engagement, including consultancy, implementation, and managed security services

I. Security and reliability

1. Last Spike is concerned about third parties reading their sensitive documents. Areas of concern include corporate espionage, leakage of trade secrets, stolen customer information or employee information (social security numbers, human resources correspondences, salary, etc). What security measures are in place to ensure the safety and secrecy of Last Spike's documents? (limit response to 750 words).

Getronics offers several services that focus on data security and the permeation of proprietary data. Our first level focuses on the data entering and leaving an enterprise through the use best practice management policies for Firewall and IDS management. Second we look for specific vulnerabilities in data management via our Continuous Vulnerability Scanning. We also provide secure data backup and archival for the desktop and can establish rules based on best practices and client policy on who and what data can be transferred from site to site, saved to disk, saved to USB drives, printed, etc. Our last measure focuses on client connectivity and how we securely store client reports and information that could be used to compromise an enterprise.

2. How will your product help Last Spike lock down their desktops? What is available for limiting which applications a user can run, how do you prevent system settings from being changed, and can you lock USB ports? (limit response to 500 words)

Getronics supports desktop lock down policies for client desktops, laptops, and servers. The policy is based on our best in class experience and client's internal policy. Our managed desktop IPS solution looks not only for inconsistency in security, but also has the ability to control how data can be exchanged within an enterprise. This includes the capability to limit access to applications and system settings. With regard to USB ports, we possess the capability to disable them, however many business tools (cells phones, PDAs, cameras, etc.) utilize USB ports so we would apply such lock-outs on a case-by-case basis.

Getronics also is an industry leader in IT security training offering web based courses as part of our virtual Global Security University (GSU). These edu/training courses, which can be run "as is" or customized with Last Spike content, cover the gamut from end user awareness (the dangers of downloading) to IT security professional training. GSU courses are available in several different formats and pricing packages.

3. Is data stored in an encrypted format on your servers? Y/N

Yes, all data such as event information and logs are securely stored to protect information from being read by unwanted eyes or other Getronics clients. Sensitive data is encrypted based upon client requirements and policy.

4. Are communications between the clients and your servers encrypted? Y/N

Yes, encrypted SSL connections are used to establish client connectivity for monitoring and management.

5. Do you have any service level agreements for performance and availability? Describe your guarantees. Please limit to 250 words.

Getronics is proud to back its service offerings with robust Service Level Agreements (SLA). We recommend specific SLAs tied to the various services offered. The SLAs are chosen to strike a balance between value and performance and can be customized to Last Spike's needs. SLAs would include both remotely delivered services as well as on-site procedures.

6. How is the SLA measured or gauged? (limit response to 250 words)

SLAs are electronically measured and tracked whenever possible. The specific methodology depends on the service being measured. Getronics best of breed tools incorporate SLA data points directly within their operations. For example, our industry leading Problem and Incident management system is fully integrated with our phone system so standard SLA measurements such as time to answer, length of call, abandonment rate, etc. are systemically measured. Similar approaches are utilized in our network management tools (to measure up-time, etc.), as well as in our dispatch systems (for response times, etc.).

7. What remedy is made to the customer for not honoring the SLA? (limit response to 250 words)

Getronics is chartered with establishing and maintaining high quality and pro-active service delivery in order to achieve high levels of client satisfaction and program success for Last Spike. We believe that SLAs should be developed jointly by the supplier and client to define the success measurements for specific delivery requirements. Once the SLAs have been defined, Getronics is open to further discussions with Last Spike on remedies for SLA performance.

Getronics considers SLAs to be a key factor in making outsourcing relationships successful. Getronics values effective coordination of communications to confirm that your business objectives and technical goals are achieved. SLAs are the means for ongoing tracking and managing our performance against service levels. Further, the SLA identifies each metric against which the vendor's performance will be measured. In the absence of well-defined targets, it is impossible to determine the success or failure of an outsourcing relationship.

Last Spike and Getronics will review service level reports monthly. Such reviews will address the following items:

- Potential changes to the Service Level(s), e.g.:
 - ◆ Addition of new service items
 - ◆ Deletion of existing service items
 - ◆ Change in the available services
- Suggested methods for improving services
- Resource issues affecting service, i.e., skills, availability, hardware, software, circuits, and bandwidth
- Scope and demand changes

Getronics recognizes the value of Last Spike's employee productivity and our services are geared to maximize those efforts. If we fail to meet our commitments we will respond rapidly with a mutually agreed upon remediation plan.

J. Business Summary

You may use this section to summarize the business value that you are providing that you were not able to cover in any of the above sections. You may also use it to make additional recommendations or comments on the RFI. Limit your answer to 500 words.

Last Spike has already recognized the need for strong desktop management and has already discovered the challenges of effectively implementing such an environment via in-house resources. The maturity of the toolsets required, the number and hours of staff commitment and the interplay of processes and tools is complex. Add to this the rapid growth that Last Spike is experiencing and the value of outsourcing becomes readily apparent.

The business partnership we plan to develop with Last Spike will open many opportunities for mutual growth, but first, we need to consider the core services that you have outlined in this RFI. Our approach to meeting your requirements is based upon the direction from Last Spike for a flexible relationship that fosters trust and opportunities for both parties to grow beyond the scope of the current services. As evidenced by your RFI, Last Spike has done a good job of identifying a number of key areas of your environment that need attention – and our response clearly indicates that we can indeed meet your needs for those specific areas.

Getronics proposes to evolve Last Spike to the next level of service excellence. Our service model is based on global standards and common processes that are scalable and flexible. Key aspects of this evolution for Last Spike include:

- Implementing the additional core elements of Future-Ready Workspace
- Applying our ITIL Framework and Six Sigma processes to further improve service
- Delivery of onsite support via direct Getronics personnel

Getronics solution for Last Spike focuses on standardizing, centralizing, automating and essentially eliminating incidents. Our Future-Ready Workspace approach utilizes enabling technology, automation, and self-service to drive down cost and improve client satisfaction. Getronics provides a single point of accountability for service excellence to the Last Spike enterprise as well as continuous improvement and end user satisfaction.

We anticipate our relationship becoming a partnership that inspires and encourages individuals throughout each organization to spend time considering opportunities that will bring:

- Increased efficiencies in a cost-effective manner
- Better service through the adaptation of new technology
- New business value through innovative service solutions that increase user productivity
- Reallocation of savings to strategic initiatives

Getronics truly believes Last Spike will achieve more value in looking beyond outsourcing these targeted areas and instead consider the possibility of a more comprehensive solution as represented by our full Future-Ready Workspace offering. Thank you for your continued

interest and trust in Getronics products and services. Please be assured of Getronics' total commitment to support your decision with regard to this RFI. We look forward to a long and mutually profitable relationship with Last Spike.

K. Pricing Summary and Totals

1. Describe the business model used to market and sell the service? Limit your answer to 100 words or less.

Getronics Future-Ready Workspace offering is designed to provide you with a flexible offering to meet your core computing needs and respond effectively to your specific environment. In recognition of your desire for flexibility and ease of budgeting/planning, Getronics offers most of our services on a per seat or per user basis.

This being only an RFI, the information exchange has been quite limited. Getronics' anticipates having significantly more dialogue in the RFP stage which would enable us to better understand the business parameters of Last Spike and to adjust our pricing approach to further meet your specific needs.

2. How long of a contract do you require? Do you offer month to month, or on a yearly basis?

In recognition of the investment in terms of both time and money of both Last Spike and Getronics, we would recommend a multi-year commitment. Last Spike will be able to profit from change and minimize the risk associated with a potentially business disruptive transition. Last Spike will also be able to achieve a stable environment for your end users and focus on your core business without the worrying about continuity of services. This will increase end user productivity, allow for the reallocation of savings to strategic IT initiatives, and enable continuous improvement of the services provided.

3. NWC GRADES INCLUDE PRICE SCORES. In order that we can compare apples-to-apples quote the list cost of the service for Last Spike based on the information in section III (2200 users) for one year. All features (such as patch management, remote control, software license monitoring) and service levels (performance guarantees, etc) mentioned in this RFI must be included in the price quote. We recommend itemizing the expenses, but also give a bottom line. Failure to disclose a price will result in disqualification from this review.

For the following services:

- Asset Management (hardware and software)
- Software License Management
- Software Distribution
- Patch Management
- Help Desk (tier 1) - 6 calls per user per year
- Security (desktop lockdown and data encryption)

\$15.00 per user per mo

Assumptions

Pricing is based upon the limited information contained in the RFI and is subject to due diligence. As such, this pricing should be considered Budgetary/Rough Order of Magnitude, not a quote to offer.

- 2,200 seats
- All services delivered remotely

- Transition costs are not included due to lack of details
- Monthly price is based on a minimal 3-year commitment
- All pricing based on standard service delivery without customization

Vendor Information

1. How long have you been in business?

Getronics began as Groeneveld, Van der Pol & Co.'s Elektrotechnische Fabriek N.V., an installer of control and technical equipment for the utilities, construction, and shipbuilding industries, in 1897. Our business evolved throughout the 20th century as we moved into equipment distribution and later electronics. In 1988 we changed our name to Getronics NV and implemented an aggressive policy of expansion by means of internal growth, acquisitions and strategic investments. Through key acquisitions, including Wang Global in 1999, and more recently RedSiren and Pink Roccade, we have emerged as one of the world's leading providers of information technology (IT) solutions and services to the business world.

At Getronics, we offer an integrated, globally consistent solution portfolio to help our clients reach higher levels of productivity, flexibility, and service excellence. We focus on improving critical areas of our clients' IT strategy in order to better address their key business drivers.

For further information about Getronics, visit www.getronics.com/us.

2. What is the size of your organization by number of employees?

With some 25,000 employees in 30 countries and approximate revenues of \$3.1 billion, Getronics is one of the world's leading providers of vendor independent Information Technology (IT) solutions and services. Getronics designs, builds, deploys, and manages flexible and innovative end-to-end solutions, working together with our partners and clients, in order to optimize and increase the productivity of our clients' mobile knowledge workers. Getronics headquarters are in Amsterdam, with regional offices in Boston, Madrid, and Singapore.

3. How long has the product been shipping?

Getronics' offering in response to this RFI is not a "product" per se but is a mature set of services. These services are the current evolution of our desktop support services which have been core to Getronics client offerings for decades.

4. Are you a public or private company? What is your stock symbol?

Getronics is a public company headquartered in the Netherlands. Our stock is traded on the Euronext Amsterdam ('GTN').

5. Describe your profitability and financial situation. How can you guarantee to Last Spike that you'll be in business for the next 5 years. Please remember that this information will be made available to Network Computing readers.

Getronics fully anticipates being in business for the next five years. Our vision is to be one of the world's leading providers of Information Technology (IT) solutions and services to the business world. We partner with our clients – local and global – to deliver IT solutions and services that help them achieve their business objectives and maximize the return on their IT investments.

Our working financial position is sound and our company has the working capital to pursue our growth strategy and business objectives. We continue to win new business with strategic and global clients while maintaining one of the highest client satisfaction levels worldwide as validated by third party consultants. Our current client roster consists of Fortune 500 and other clients in a variety of industries.

6. List three similar-size enterprises that are currently using the proposed solution.

Last Spike has requested several specific point solutions in the RFI. We have implemented these solutions, along with other offers in many of our hundreds of clients. We would offer the following valued clients as example of where we are currently performing similar services to those requested:

1. The US operations of a leading company in life science products and performance materials. The company's worldwide team comprises some 23,000 professionals, working collaboratively in more than 40 countries around the globe.
2. The US division of a leading provider of integrated water treatment and process improvement services. Getronics provides IT services for more than 70,000 customer locations with more than 10,000 employees operating in 130 countries.
3. The US division of a life sciences and chemicals company - A world leader in life science products and performance materials, the company's worldwide team comprises some 23,000 professionals, working collaboratively in over 40 countries around the globe.