

## Client Engagement Model

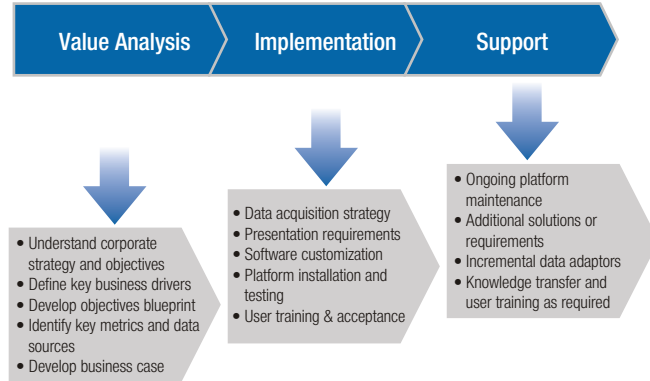


Metrikus will partner with you to implement the IT Performance Management solutions leveraging the BI platform. Through a unique Client Engagement Model, we help you to fully realize the benefits of the Metrikus Solutions that are designed to provide you with end-to-end visibility into relevant IT metrics and insights helping you run your IT organization more effectively. Honed over many years of experience and numerous implementations, our powerful approach is designed to achieve:

- **Rapid time to value:** Metrikus's pre-configured out-of-the box solutions and templates, domain experience, and good resource management expertise help ensure rapid project completion so that the client can start seeing the benefits of the money spent within weeks and not months.
- **Reduction in total cost of ownership:** The highly modular and scalable solutions offered by Metrikus combined with the use of efficient pre-configured solution templates and flexible methods of solution deployment enable the client to control the scope and speed of solution deployment helping reduce the total cost of ownership.
- **Mitigation of risk:** Metrikus has an excellent track record in successful client implementations. Metrikus enables clients to mitigate risk by offering a low-cost entry proposition combined with the flexibility to implement solutions using a modular approach. Clients can choose to implement subsequent solutions only after they are satisfied with the results generated by the initial proposition.

## A Three-Phased Approach

The Metrikus Client Engagement Model consists of three components: Value Analysis, Implementation, and Support as illustrated in the figure below; taking clients from up-front professional services to rapid software deployment - cost effectively. The Implementation phase is further divided into a Baseline Pilot, followed by detailed in-depth implementation.

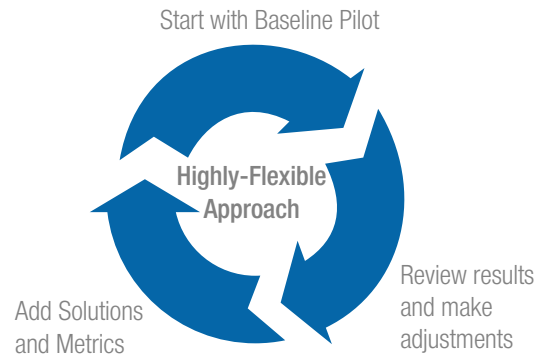


**Value Analysis:** In this phase, the Metrikus business consulting team works with you to assess the value added by the project so that clear expectations of the baseline benefits can be established. Additionally, the phase is also used to understand the business objectives for the enterprise, identify the key business drivers, and define the relationship between business drivers and the underlying domain-specific IT metrics. Key questions that will be addressed during this phase include:

- How should an IT Performance Management program be managed? Who should participate and what is the level of involvement?
- How do you select key metrics or performance indicators that are most useful in driving the performance of the IT organization and that are properly aligned with the business objectives? How do you establish linkage between the corporate business objectives and the key IT metrics?
- How do you build and incorporate an effective organizational Change Management program to ensure success of the IT Performance Management program?
- How do you ensure that the key metrics or performance indicators are current and reflect the organizational imperatives on an on-going basis?

At the conclusion of the Value Analysis phase, the deliverables include: the scope of the implementation effort, summaries of initial improvement opportunities, the impact and value of improvement opportunities, an implementation road-map, the detailed work-plans and schedules, and the identified set of key relevant metrics that will be displayed on the IT Dashboard to ensure alignment with business objectives.

**Implementation (Baseline Pilot):** This phase provides a low-risk approach to implement a pilot that covers a limited set of metrics and data adapters so that the clients can validate the approach and the results to be gained by the implementation of the Metrikus IT Performance Management Solutions. During this phase, Metrikus consultants identify the appropriate data sources and assess the availability and quality of data and develop a data acquisition strategy. Interactively, we determine the unique analytics and correlation requirements for each of the users.



We will also work with you to determine your visualization requirements. We will seek your input to understand what information and metrics are important for the different users and provide various presentation options creating multiple Dashboard Views. To give you a sense of what the final Dashboards would look like, we will create and present prototypes of various Dashboard Views so that you can get a hands-on feel for the final product and make any changes before the views are finalized and developed.

After the Dashboard views are finalized, using our robust Platform, we will customize the software to enable the real-time generation of the various Dashboard Views. We rigorously test the software and only after making sure that all the functions are built consistent with the user specifications, do we install the software. At this point, we will train the users to obtain maximum benefit from the Baseline Pilot.

**Implementation (Detailed):** The Baseline Pilot will help the clients evaluate the approach and the benefits of implementing the Metrikus Performance Management Solutions. With this validation, the client can choose to expand the Pilot implementation into a more comprehensive Solution (s) set using a modular approach. The process of implementation will be very similar to the Baseline Pilot, only the scope will differ depending upon actual requirements.

**Support:** This phase entails ongoing support and maintenance for the software platform. As the platform is enriched, clients will have the option to upgrade the platform and related services. We will also provide assistance in training the users on all new features and functionality.