Ubiquiti Enablement Process

Timeline and Requirements from Clients

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Prepared by

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The Enablement Process

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Client Requirements

Several items of information provided by our clients help us to configure our software effectively. The greater the level of detail provided, the better are the results. Although all of the information may not be available at the start of a project, it is best to obtain and provide Ubiquiti information at an early date during the initial few weeks (while technology configuration is in progress).

Usually, there are three types of requested information:

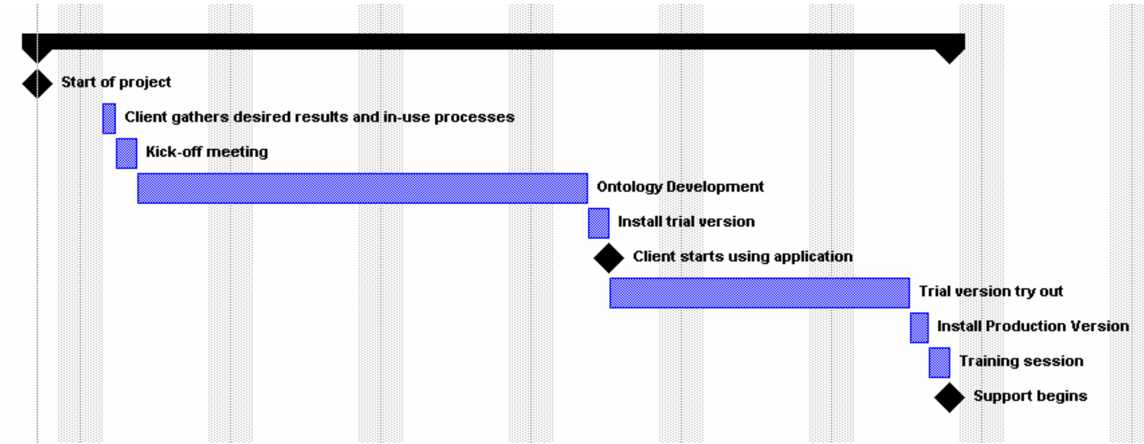
- **Desired results:** The client should explain the nature of the desired end-results from the raw input data – i.e., an explanation of what the end goals are, and if available, examples of these end results (from data that has been analyzed already). This enables Ubiquiti to adapt the software to suit the end needs of our clients. Also, we may be in a position to suggest alternative, sometimes better, means to meet the end goals effectively.

- **In-use processes:** The work-flow of activities and information in-use at the client should be explained to us, and preferably provided in a documented manner. This enables us to configure our software to the client's processes, and thereby to minimize disruptions or excessive training. Our aim is to adapt our software to client processes, and not require our clients to adapt to our technologies.

- **Raw input data:** Samples of input data, typically available in the form of files readable by Excel, is necessary for us to understand the format, the fields and the content of the data to be analyzed and collated. Also, any information which is used to organize the collated information – such as taxonomies, categories to bin the data, coding schemes etc. are all useful, and in some cases necessary. Finally, all the available parts and component data sets, some of which may be available from manuals, should be provided to us in order that we may incorporate these into the application. These items of information are incorporated by Ubiquiti into the *ontology* used by our software – and the effort involved in producing these ontologies (entirely undertaken by Ubiquiti, and not our clients) may be referred to as *Ontology Development*.

(Note: Several typical aspects of information are already incorporated into our software.)

Timeline



- Before an engagement begins, the desired results and in-use processes for the clients need to be explained and provided to us.
- Once an engagement begins, an initial meeting is held to obtain the available input data, as described above.
- Ubiquiti personnel, at our own offices, incorporate the information provided by our clients into the software. Occasionally, we need to call or meet with the client to obtain clarifications or get some questions answered as regards the data and the needs.
- Typically within a few weeks, we install, remotely or in-person, a trial version at our client site. The client begins using the application in order to provide us with feedback.
- We incorporate needed changes to create a production version for full-scale installation.
- At the same time that we install the final version, we conduct a training session on the best use of our applications – this is typically a one day session at the client site.
- We continue to provide updates, as needed, as per maintenance and support agreements.

Usually, the entire process, from the time we obtain the desired information, as explained above, to the time we install the final version, takes approximately four weeks. The total time that a client has to invest in discussing requirements and providing us data is usually less than a half-day of effort – especially so since we are already familiar with the needs of different clients.

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