

Professional Services *Datasheet*

Professional Services

At EthicsPoint, our approach to Professional Services moves beyond the technical integration challenges found in typical engagements, and more appropriately targets a deeper understanding of the business challenges our customers face. We work to better align our application with our clients' GRC initiatives and approach each engagement with a successful track record of improving an organization's overall compliance-based initiatives. Emphasizing the importance of integrating all associated business processes, our consultants develop a manageable strategy to fully leverage the EthicsPoint suite of services.

THE THREE BUSINESS UNITS OF OUR PROFESSIONAL SERVICES ORGANIZATION (PSO)

EthicsPoint's PSO is comprised of three business units: *Implementation*, *Technology*, and *Consulting*.

Our Implementation Team: Our Implementation team consists of client-facing Account Specialists who ensure proper deployment of EthicsPoint's Issue and Event Management solution, from simple hotlines (Standard) to more complex enterprise applications (Professional and Enterprise). Implementation services provide support and general guidance in the following areas:

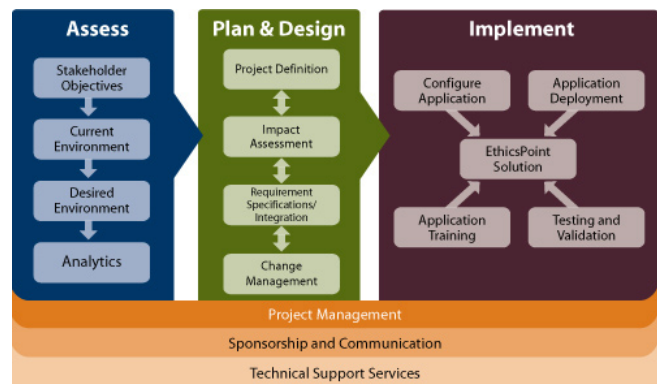
- *Coordinate and support implementation of the application based on client defined requirements*
- *Provide basic-level system administrator training*
- *Deliver project-focused issue management and status communication during implementation*
- *Provide post implementation and support as required*

Our Technology Team: Our Technology team works closely with Implementation "behind the scenes," making it possible to efficiently and successfully deploy our web-based and Contact Center (phone-based) intake models. Team members offer insight and best practice intelligence to create a seamless, intuitive user experience. This team is responsible for developing and maintaining our clients' overall intake process, managing Quality Assurance (QA), and the development and maintenance of web portals.

Our Consulting Team: Our Consulting team is a logical extension of our Implementation team and is focused on establishing a deeper understanding of our client's business challenges and associated risks. They provide a full range of services that

support current objectives, and help sustain a long-range vision to meet evolving goals and initiatives. Looking beyond the activities of basic system implementation, our consultants are valued partners and have a successful track record of improving our clients' overall GRC-based initiatives and associated business processes.

PROFESSIONAL SERVICES METHODOLOGY



BEST PRACTICES CONSULTING

EthicsPoint's Solutions Consultants support the alignment of your goals and objectives to develop a plan specific to your project, department or organization. Our Consultants leverage the experience gained from over 1700 client implementations and our proven Professional Services Methodology to develop and implement an optimized solution that meets your GRC initiatives. Engagement activities include:

- *Project Management, Sponsorship and Communication*
- *Needs Assessment & Business Objectives Analysis*
- *Project Definition and Business Process Analysis*
- *Requirement Specification and Configuration*
- *Change Management Best Practices*
- *Configuration and Best Practices Training*

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ADDITIONAL SERVICES

EthicsPoint's Consulting team has a proven methodology to assist in all activities associated to the successful implementation and deployment of the EthicsPoint suite of services. These additional services include:

- *QuickStart Services*
- *Custom Education and Training Services*
- *Integration Management Services*
- *Change Management Services*
- *Dedicated Account Management and Support Services*

QUICKSTART SERVICES

EthicsPoint's QuickStart Services program follows a methodology designed to create solutions that address your problems and accelerate the implementation of your defined solution. QuickStart Services will include the following:

- *Dedicated Professional Services Project Manager*
- *Sponsorship and Communication Support*
- *Client Engagement Workbook and Best Practice Recommendations*
- *Application Configuration*
- *Post Configuration Solution Review*
- *User Acceptance and Certification*
- *Scenario Based Training (Administrators and Business Users)*

CUSTOM EDUCATION AND TRAINING SERVICES

The purpose of training is to prepare client personnel to use the application in the most effective manner possible considering the client business environment and culture. EthicsPoint recognizes that a successful training program involves a variety of people coordinating their efforts to achieve a desired outcome. Our consultants will leverage the ADDIE Model to implement training for the stakeholders within our client organization. Our approach is a systematic instructional design model consisting of the following:

- *Analyze and define learning goals and objectives*
- *Define training requirements and training plan*
- *Develop custom scenario-based training materials*
- *Implement strategy and conduct training*
- *Evaluate program and participant performance*

INTEGRATION MANAGEMENT SERVICES

EthicsPoint's Issue and Event Manager (Professional and Enterprise) editions support a secure data feed from client-managed custom or third-party databases. The integration of client data into our applications provides the ability to easily access and populate a wide variety of pertinent incident data including employee, product, vehicle, and location information. Our Consultants manage the following project initiatives:

- *Support of secure data feeds via SFTP and API protocols*
- *Support HRIS feeds via PeopleSoft, Oracle, SAP, other*
- *Enable low cost integration through standards-based initiatives*
- *Import of XML schema templates*
- *Client data refresh cycle scheduling*

CHANGE MANAGEMENT SERVICES

The Change Management component addresses the impact of the project on client stakeholders and business users. When business processes are changed and a new application is implemented, the overall productivity of the organization and its people is expected to decline initially. The objective of change management activities is to minimize the disruption caused by new applications and changes in processes, prepare the users for the change, and help organizations achieve improved levels of productivity more efficiently. Change Management components include:

- **Sponsorship** – *The alignment of sponsors, administrators and business users to support the change initiative associated to the application*
- **Communication** – *The development of messages targeted to specific audience groups to build awareness. User Acceptance and Certification*
- **Training** – *The development and delivery of the training strategy to prepare users of the IEM application.*