

Recommended Implementation / Installation Service Hours

	Low Complexity <u>4-8 Users</u>	Moderate Complexity <u>8-24 Users</u>	High Complexity <u>24+ Users</u>
I. Planning			
Project Definition	1 - 2 hrs	2 - 3 hrs	3 - 4 hrs
Project Strategy	1 - 2 hrs	2 - 4 hrs	4 - 6 hrs
Project Plan	3 - 4 hrs	4 - 6 hrs	6 - 8 hrs
Operations Analysis	12-16 hrs	16-24 hrs	24-32 hrs
II. Installing The System			
Delivery and Setup (a)	8-10 hrs	10-12 hrs	12-14 hrs
Update(s) During Imp Process	4 - 8 hrs	8-12 hrs	12-16 hrs
Modifications	T O B E	D E T E R M I N E D	(Time and Expenses)
Data Conversion	T O B E	D E T E R M I N E D	(Time and Expenses)
Data Entry Additional Assistance	T O B E	D E T E R M I N E D	(Time and Expenses)
III. Training and Testing			
FACTS Training (b)	68-72 hrs	72-84 hrs	84-96 hrs
Readiness Assessment	8-10 hrs	10-12 hrs	12-14 hrs
IV. After The Install			
First 30 Days	8-10 hrs	10-12 hrs	12-16 hrs
Ongoing Assistance	8-10 hrs	10-12 hrs	12-16 hrs
Project Management	8-12 hrs	12-16 hrs	16-20 hrs
Account Management	4 - 6 hrs	6 - 8 hrs	8-12 hrs
Subtotal Average Hours:	133-162	162-205	205-254+

Add-On Modules: (c)

Faxlink (VSI-Fax)	8-12 hrs	8-12 hrs	8-12 hrs
Job Cost	4 - 6 hrs	6 - 8 hrs	6 - 8 hrs
Manufacturing Control	4 - 4 hrs	4 - 6 hrs	6 - 8 hrs
Payroll	8-16 hrs	8-16 hrs	8-16 hrs
Report Writer	6 - 8 hrs	8-12 hrs	12-16 hrs
Telefacts	4 - 5 hrs	5 - 6 hrs	6 - 8 hrs

Third-Party Products: (d)

Archive	1 - 2 hrs	1 - 2 hrs	1 - 2 hrs
ODBC	4 - 6 hrs	6 - 8 hrs	8-12 hrs
Unform (e)	2 - 4 hrs	4 - 6 hrs	6 - 8 hrs

Footnotes:

- (a) The Delivery and Setup estimates assume the following: 1) Client PC's will be installed and ready to be setup with WindX; 2) the TCP/IP network and Server are installed and setup (when applicable for WindX).
- (b) Training estimates do not account for multiple sessions at multiple locations.
- (c) Estimates include installation, setup, and training.
- (d) Estimates include installation, setup, and training, based on single workstation installation, as applicable.
- (e) Includes installation and planning session with Customer to determine which forms and formats are required. Does **not** include Unform Rules and/or Providex programming customizations.

The above hours are based on typical FACTS installations of moderate complexity. The hours can vary based on project complexity derived from the Project Scope Assessment.