



**KnowledgeLake Electronic
Content Management System
for SharePoint**

Prepared for:



**RFI RESPONSE
State of Montana
Electronic Content
Management System
January 17, 2014**

**By: Gary VanBuhler
National Sales Manager
Government Practice**



Request for Proposal State of Montana Electronic Content Management System (ECMs)

**Montana Department of Administration
State Information Technology Services Division
125 N. Roberts
Helena, MT 59620**



January 17, 2014

Ms. Michele Burchette
Montana Department of Administration
State Information Technology Services Division
Helena, MT 59620

Dear Ms. Burchette

KnowledgeLake is pleased to respond to the State of Montana RFI process request. Our products leverage the Microsoft's SharePoint Enterprise Content Management platform as the foundation for our document management solution.

In the pages that follow, we have enclosed an overview of KnowledgeLake and our solutions, as well as pricing and configuration per the RFI request. Unfortunately we did not receive the RFI until yesterday so we were not able to complete all the sections appropriately but felt it was important for the State to be aware of our ECMs Solution. We believe the combined Microsoft/KnowledgeLake solution will ensure the highest user adoption, best value and most economical solution. The solutions will meet your departmental solutions today and your enterprise solution going forward. We look forward to working with you to earn your business and help you get the most out of your SharePoint investment.

I welcome any questions in regards to this RFI Response, so please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Gary R. VanBuhler".

Gary R. VanBuhler
National Sales Manager
Government Practice
KnowledgeLake, Inc.

☎ Cell: 517-252-1566 | ✉ gary.vanbuhler@knowledgelake.com

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KnowledgeLake, Inc. Information

KnowledgeLake, Inc.
6 CityPlace Drive
Suite 500
Saint Louis, Missouri 63141
314-898-0500

Response Prepared by:
Gary VanBuhler – National Sales Mgr.
State Government Practice
517-252-1566
gary.vanbuhler@knowledgelake.com

Please visit our website for more great information:

www.knowledgelake.com

The KnowledgeLake website is built utilizing SharePoint 2010

KnowledgeLake, Inc., headquartered in St. Louis, Missouri, is the market leader in Microsoft SharePoint ECM products and solutions. KnowledgeLake is a three-time Microsoft Partner of the Year award winner and is recognized as the founder of the SharePoint document imaging marketplace in 2003. A sister company of PFU Ltd. (a wholly owned subsidiary of Fujitsu Ltd.), KnowledgeLake is a strong, stable and global company with currently over 2.4 million licensed users in 35 countries. KnowledgeLake is entirely focused on building a rich company culture where employee and customer satisfaction are its highest priorities.

Built entirely within Microsoft SharePoint, KnowledgeLake products enable organizations of any size to standardize on SharePoint as a powerful content platform for building and deploying rich solutions that satisfy many diverse business workloads (document imaging, workflow, business process management, transactional content management, document management, records management, web content management, collaboration, portals, and more). Long-term content viability, open standards, information worker productivity, and compliance are the key drivers of product design.

KnowledgeLake has an industry leading R&D team assembled specifically to focus on the latest Microsoft development platforms. In addition, KnowledgeLake has teams of ECM industry veterans located throughout the US who have decades of experience architecting, selling and implementing ECM products and solutions. KnowledgeLake enables its customers to maximize and extend their already sound investments in proven Microsoft technologies such as Microsoft Windows Server, Microsoft SQL Server, Microsoft SharePoint and Microsoft Office.



The mission of KnowledgeLake is clear and simple. **“To enable our customers to realize their full potential by serving them with new and innovative document technologies.”**

KnowledgeLake maintains a “Managed” Microsoft partner status. We have held this status for over ten (10) years. This enables us to participate heavily in the Partners Advisory Council, Technology Advisory Council and the Development Advisory Council. Our CTO, Chris Caplinger, meets regularly with the Microsoft SharePoint team to discuss what functionality we must deliver in order to allow SharePoint to continue as a true enterprise content management solution. **Ryan Duguid, Senior Product Manager, Office Business Platform, Microsoft Corp. stated** “KnowledgeLake is a go-to partner for scanning and capture for SharePoint 20xx. They have built their solution entirely on the SharePoint platform, providing a consistent user experience and helping organizations drive great value from their existing technology investments. KnowledgeLake specializes in scanning and capture, has a deep understanding of the SharePoint platform, and a rich heritage in the ECM industry. Their focus and expertise helps organizations extend our platform, bringing the world of scanning and capture to SharePoint.”



What does Microsoft have to say about KnowledgeLake?

“This statement acknowledges that KnowledgeLake is an Enterprise Content Management provider built in native SharePoint as a complete document management solution exclusively for Microsoft SharePoint.

KnowledgeLake was honored among a global field of top Microsoft partners for demonstrating excellence in innovation and implementation of customer solutions based on Microsoft technology. **This is the third year in a row that KnowledgeLake has been awarded in this category.”**

Jamie Newcomer
ISV Business Development Manager at Microsoft

Microsoft PARTNER OF THE YEAR - Content Management: 2011, 2010, 2009



2010 PARTNER OF THE YEAR
Information Worker Solutions
Enterprise Content Management
Finalist



2009 INFORMATION WORKER SOLUTIONS
Enterprise Content Management and Forms Development
PARTNER OF THE YEAR
WINNER

- Microsoft Managed Gold ISV Partner,
- Member of Microsoft's Partner Advisory Council (PAC), Developer Advisory Council (DAC) and Technology Adoption Program (TAP)
- Over 2.4 Million+ Users / 2,000+ Clients using KnowledgeLake SharePoint for Content Management
- Been developing SharePoint Software since SharePoint 2003
- KnowledgeLake is a Fujitsu Company (60b + annually)



2010 FASTEST GROWING COMPANY IN AMERICA

KnowledgeLake was named Inc. Magazine's list of one of the fastest growing companies in America for 2010.



ECM Connections ACE Award 2010

SharePoint Strategies

ECM Connections honors the true ambassadors of ECM technology with the ACE Awards. KnowledgeLake gone above and beyond the call of duty to help their clients achieve the best results possible from their ECM implementations. ACE stands for Appeal, Content and Education.



KnowledgeLake a Top Finalist for 2010 Partner of Year Awards

The Microsoft Partner Awards recognize Microsoft partners that have developed and delivered exceptional Microsoft-based solutions over the past year. Awards are given in a number of categories, with winners and finalists chosen from a pool of almost 3,000 entrants worldwide. The Information Worker Solutions, Enterprise Content Management Partner of the Year Award honors exceptional partners who have excelled in offering breakthrough content management solutions. This award recognizes KnowledgeLake for increasing their customers' employee productivity, simplifying their access to information and people, and enabling a more effective workforce.

"Congratulations to the 2010 Partner Award finalists for delivering such creative and superior Microsoft solutions and services," said Allison Watson, Corporate Vice President, Worldwide Partner Group, Microsoft Corp. "It's incredible to see the level of expertise our partners continue to exhibit as they create and deliver innovative solutions and services to grow their businesses, meet customer needs, and drive down costs."



Carl E. Nelson Best Practice Award 2010



The Carl E. Nelson Best Practices Award was established to recognize excellence in the Enterprise Content Management (ECM) field. This award provides an exciting and unique way for end user organizations to share their ECM project implementations with their peers and for ECM solution providers to showcase the ROI that their solutions can achieve.

What our clients are saying.....

*“We’ve been able to **sell many of our now-emptied filing cabinets**, and have replaced that empty space with cubicles for employees. Plus, reducing our dependency on paper work flows and enabling remote access to the intranet will set the stage for more employees to work from home, which we expect to enhance productivity. Using the KnowledgeLake products with the SharePoint system is a match made in heaven for our company.”*

*“**No other product that we know of offers the elegant simplicity and flexibility of the KnowledgeLake ECM software**—and none can do it within the SharePoint environment that our users work in daily.” **From James Fickbohm, Technology Coordinator, Iowa Health Home Care***

*“**The whole KL experience has definitely exceeded my expectations** from the initial sale to the install. Our IT guru went down to the administrator training and was thoroughly impressed. You guys are very organized and knowledgeable throughout the process.” **From Four Seasons***

*THANKS! Your company has the **best customer service** I’ve seen, and I’ve been in the business for 25 years!” **From Glencoe***

*“By using KnowledgeLake and Microsoft SharePoint, Midwest Operating Engineers (Local 150) have gained sufficient savings in many operational functions. **We achieved our original payback projection of less than 5 months** and today we have found many other savings that have improved our business processes. With the **ease of use with KnowledgeLake’s products, we have substantially increased our user adoption**. Based on the results we have accomplished, we are now more efficient and productive in many of our operations.”*

Ron Borden - Executive Director of IT MOEITS Technology Services (Local 150)



Organization Background

KnowledgeLake's core business is 100% in Document Management with a dedicated professional service organization. We have over 10 years of migration experience in migrating over 100 legacy systems to SharePoint.

KnowledgeLake approaching 250 industry related certifications including:

- * Microsoft Most Valuable Professional (MVP) -15
- * Microsoft Certified Master for SharePoint (MCM) (ONLY 15 IN USA) - 2

MCTS Microsoft Certified Technical Specialist / SharePoint 50

MCP Microsoft Certified Professional 50

MCNPS Microsoft Certified Network Product Specialist 15

MCSE Microsoft Certified Systems Engineer 20

ECMp Enterprise Content Management: Practitioner 16

CDIA+ Certified Document Imaging Architect 75



KnowledgeLakde Product Summary

KnowledgeLake builds upon Microsoft SharePoint from within rather than creating new complexities and potential problems by building outside of SharePoint. The goal is to provide you with an efficient, long-range, user-friendly solution to manage the lifecycle of business records on the SharePoint Enterprise platform. KnowledgeLake adds to SharePoint imaging, document scalability, metadata search, and metadata controls without diluting all the other SharePoint strengths.

KnowledgeLake Imaging

KnowledgeLake Imaging is proven, extensible server software that will transform SharePoint into a production imaging system capable of meeting high-volume document needs. KnowledgeLake Imaging extends the feature capabilities of SharePoint, enhances the user experience & adoption and adds additional features that increase the capture functions of KnowledgeLake Capture, Connect, and Capture Server products. KnowledgeLake Imaging is installed directly on the SharePoint server, leveraging existing SharePoint security, allowing users to organize, store, access, and route millions of scanned and electronic documents and data across the enterprise. Within SharePoint you now have central configuration of indexing, database validation and lookups, a configurable web part for flexible content-centric metadata based document search, a web-based, zero-footprint document image viewer and scanning and printing from directly within SharePoint.

- Search: Perform exact relevance searches using any combination of SharePoint column properties and the ability to search across SharePoint Document Libraries and Sites.
- Viewer: web viewer enables users to view common document types, such as PDF, TIFF, Microsoft Office documents, and most image formats, from SharePoint. Immediately view pages of documents without waiting for the entire file to download, annotate using text, image stamps, highlights, lines and sticky notes (TIFF/PDF only), use index (column) validations, access or start a SharePoint workflow from the viewer, and email, print, or download from the viewer.
- Index: provides an enterprise-wide schema that allows administrators to configure document repositories, content types, and connectivity with external systems—all from a central location inside SharePoint. Connect with external systems and databases for column validations, auto population of values, and drop-down pick lists; the ability to consolidate sites, document libraries, and content types into document classes, which frees users from understanding these relationships when capturing content to SharePoint.
- Export: documents stored within multiple SharePoint document libraries; easily export document sets with their associated metadata outside of SharePoint for further processing, archiving, and publishing; the ability to define an export set using KnowledgeLake Search
- Print: PDF, TIFF, Office documents, and other image formats directly from SharePoint document libraries.

* Once KnowledgeLake Imaging is installed you have the architecture to simply add Concurrent User CALS for additional users for a phased deployment.

KnowledgeLake Capture – Scan & index to SharePoint



Capture is the low to high volume (batch) production-level scanning solution that makes it easy for employees to electronically share their documents securely. Tightly integrated with Microsoft SharePoint, KnowledgeLake Capture lets end-users scan, OCR (full text, zonal, or user select), index based on SharePoint settings, then store them in SharePoint as TIFF, PDF or XPS file formats. There are no page counts or additional scanning costs; therefore there are no limits on how much can be scanned. All security and index data is managed by the SharePoint server.



KnowledgeLake Capture - Batch - 2009120800053DF63F5

Home Insert Scan Index

First Previous Next Last Delete Lock Field Zoom In Zoom Out Fit Choose Template

Page Fields Zoom Zonal OCR

Bazan Painting Company
 1273 N Price Stree
 St. Louis, MO 63132
 Phone 314.455.0192

Invoice
 INVOICE # 32-7889
 DATE: AUGUST 3, 2007

TO:
 KnowledgeLake
 3 CityPlace Drive
 Suite 700
 St. Louis, MO 75035

FOR: PAINTING BACK OFFICES
 Purchase Order #: 22222

DESCRIPTION	HOURS	RATE	AMOUNT
190 Hours Labor to paint back offices	190	12.50	\$2,375.00

Indexing Document 5

Document Class: Invoice

InvoiceNumber: 32-7889

InvoiceAmount: 2375.00

InvoiceDate: 8/ 3/2007

Accept Clear Cancel

Indexing Document 5 Document Properties

KnowledgeLake **Web Capture** 200911020000254bcf87 Home Annotation

Document 1 Page 1

INVOICE

NewEgg
 6432 Beach Blvd
 Suite 200
 Miami, FL
 info@newegg.com

INVOICE NO. 43289
 DATE 03/01/09
 CUSTOMER ID HGA800
 PO NUMBER PO2083

TO: HG Associates
 42 Valley Road
 Middletown, RI
 888-999-9000

SHIP TO HG Associates
 42 Valley Road
 Middletown, RI
 888-999-9000

SALESPERSON	JOB	SHIPPING METHOD	SHIPPING TERMS	DELIVERY DATE	PAYMENT TERMS	DUE DATE
Rick Mason	88785	FlatEx	30	3/09	30	4/09

QTY	ITEM #	DESCRIPTION	UNIT PRICE	DISCOUNT	LINE TOTAL
1.00	WPL223	Wireless Router	\$ 1,000.00		\$ 1,000.00

TOTAL DISCOUNT

SUBTOTAL \$ 1,000.00
 SALES TAX
 TOTAL \$ 1,000.00

Make all checks payable to NewEgg
 THANK YOU FOR YOUR BUSINESS!

Document Properties

Status: Accept

Document Class Invoice

PO Number 2087

PO Amount 7525.00

Vendor All Seasons Sports

Invoice Number 43289

Invoice Amount \$1,000.00

Invoice Date 3/1/2009

Status: Accept



KnowledgeLake Capture Server

With KnowledgeLake Capture Server, easily and cost-effectively index and save documents to SharePoint using office copiers, multi-function devices, fax servers and network scanners. Capture Server is a powerful batch serving software that allows for scalable server based process paths to enable flexible document manipulation such as web-based indexing, full text OCR and document conversion prior to releasing to SharePoint. A great solution for companies with multiple locations & high transaction document processing. Administrators can monitor and interact with the entire system from a web-based, zero-footprint monitor.

KnowledgeLake Unify

KnowledgeLake Unify surfaces SharePoint content to business applications to enable users to search, reference and archive documents in SharePoint without leaving familiar business applications. Gain instant access to any document the moment it is needed – improving productivity and customer satisfaction.

The screenshot displays the Microsoft Dynamics CRM interface within a Windows Internet Explorer browser. The browser title is "Microsoft Dynamics CRM - Windows Internet Explorer" and the address bar shows a URL starting with "m.dynamics.com". The page header includes "Microsoft Dynamics CRM" and a "Customize" button. A navigation bar contains several icons: "Add to Marketing List", "Connect", "Assign", "Copy a Link", "E-mail a Link", "Run Workflow", "Start Dialog", and "Run Report". A "KnowledgeLake Unify for SharePoint" overlay is present in the top right, showing a "What is this?" link and a list of actions: "Retrieve Related Invoice" and "Scan New Contact". The main content area shows a contact record for "George Lincoln". The contact's email is "someone_j@example.com", preferred method is "Any", and owner is "Hao Zhai". The "General" tab is active, showing fields for Salutation, First Name (George), Middle Name, Last Name (Lincoln), Job Title (Owner), Business Phone (555-0142), Home Phone, Mobile Phone, Fax, and E-mail (someone_j@example.com).



The diagram above shows the direct integration that KnowledgeLake Imaging has with SharePoint. This extends the content and search functionality of SharePoint while providing a central source of management for both IT and your site administrators. KnowledgeLake Imaging allows for all KnowledgeLake products to interact with SharePoint and inherit configuration parameters set at the server.

CoSign eSignature

To fulfill the eSignature requirements of the RFI, KL is proposing the use of ARX CoSign Digital Signature Solution.

Introduction

The CoSign digital signature solution from ARX makes it easy to digitally sign electronic documents and records. It makes use of standards-based Public Key Infrastructure (PKI) technology in a commercial off the shelf (COTS) solution. CoSign allows anyone to easily verify the signatures for signer identity, signer intent, and content integrity.



CoSign offers numerous distinctive advantages over competing solutions, including a self-hosted solution that ensures complete control over the signer management process and privacy of the signed documents; a “plug ‘n play” turnkey solution that is installed remotely and in less than half a day; secure and centralized management of the signing credentials and keys; and signing capability for Office and Adobe documents, as well as any printable output generated by any application being used by the University.

In addition, the signature and certificate details are embedded directly into the signed document, eliminating reliance on a PKI vendor for validation. And because the CoSign integration is with specific application vendors such as Microsoft and Adobe, it works with any document management, content management, or workflow system of choice.

CoSign Features

- Central storage of signing keys – Keys are generated and stored in a secure tamper-evident appliance, eliminating the need for hardware tokens such as smartcards, USB tokens, etc. The keys are kept encrypted and never leave the appliance. All signing operations are performed within the appliance.
- Built-in Certification Authority (CA) – CoSign’s built-in CA independently issues, revokes, and renews all signing certificates for CoSign users. This makes it unnecessary to maintain or work with an external CA.
- Choice of organization’s user directory or built-in user directory– CoSign leverages existing directory user management systems, such as Microsoft Active Directory®, for managing internal signers. With the seamless integration, CoSign continually tracks changes in the user directory and automatically enrolls new users, updates user details, and revokes certificates for users deleted from the directory. For external signers or mixed environments, the CoSign appliance comes with a built-in user directory and signers can be added manually or programmatically using CoSign Signature API (SAPI) SDK.
- Third Party application support – CoSign works with all standard file formats and third party software applications, such as Microsoft Word, Excel®, Outlook®, InfoPath®, and Adobe® PDF. In addition, a unique built-in feature provides easy signing of any printable, resulting in a digitally signed PDF.
- Web-signing module – For external signers (students, customers, vendors) the preferred approach is to make the documents available on the client website, let the parties log-in, review the document, and sign across the web. This maintains control of the documents and eliminates “chasing the document and signature”. For web-portals based on SharePoint, CoSign provides a pre-built module that is ready to deploy. For non-SharePoint portals, CoSign provides Signature APIs that can be used to accomplish the same thing.
- Graphical signatures – In addition to the standard digital signature, CoSign can integrate into each signature a graphical signature image, centrally stored within the appliance.
- Signing rationale – In addition to the graphical signature, the signer can include a user-defined optional or mandatory reason for signing.
- Time Stamp: CoSign's digital signatures can be time-stamped according to IETF (RFC 3161).



- Authentication methods – CoSign supports various authentication methods, including username and password, Single Sign-On based on Active Directory Kerberos tickets, One Time Password (OTP) tokens, biometric tokens, smartcards, and more.
- Signature API (SAPI) - CoSign's API enables web-signing capability and easy integration of digital signature support for new applications, document management systems, homegrown systems, etc. SAPI supports various interfaces (COM object, Web services, .Net assembly, Java, and more).

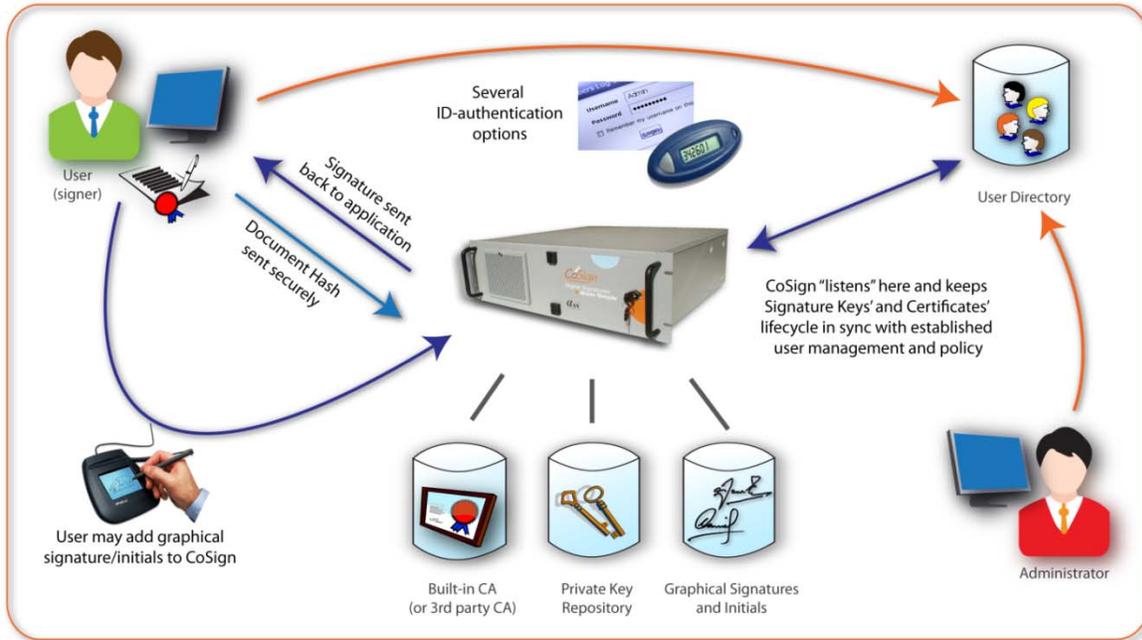
CoSign Architecture

The CoSign solution is composed of two (and optionally, three) key components: 1) A hardware appliance connected to the network, 2) Client software, and/or 3) Optional web-signing agent.

- The appliance stores the private keys, certificate and graphical signatures of all users. The appliance also performs the sensitive signing operation using the signer's private key, which never leaves the appliance. These signing operations are PKI-based and comply with all the relevant signing standards.
- The client software provides the connection with the signing applications. It triggers the user authentication, and enables applications to sign documents using the certificate and keys stored within the appliance, and to embed a graphical signature within the signed document. The client software includes a user component for managing the user's graphical signatures and options, as well as an administrative component enabling an administrator to manage the appliance.
- When using web services, CoSign client components are installed on a central server (such as a web server, SharePoint server, etc.). Using their browser, signers provide the server with their signing credentials whenever a signature is required. The optional CoSign web-signing capability is provided via our Signature API, and is delivered either pre-configured as an add-on for SharePoint, or as programmable APIs that can be dropped into your own web-portal or application.

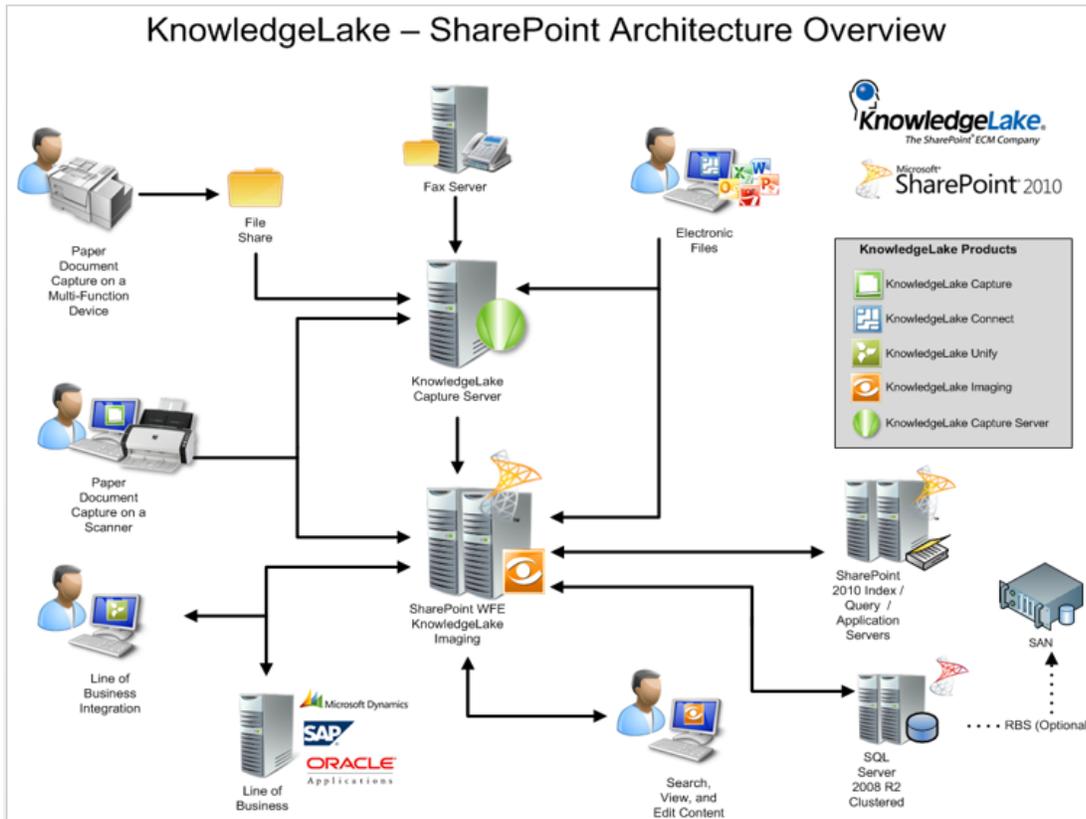


CoSign Architectural Overview





Typical Architecture overview





Overview of Software Needs

The KL Suite of products are powerful yet simple to configure and deploy. Taking advantage of your current SharePoint (SP) investment, the KL Solution will reduce the training on both the business user and IS personnel. The KL business user interface was designed to use the Microsoft ribbon look-and-feel, providing an instant feeling of familiarity which has proven to reduce the learning curve and improve user acceptance, which is ultimately the reason a project is successful. Tightly integrated with all the Microsoft Office solutions and current line-of-business applications, users may not even know they are using the KL imaging solution in a normal workday. This integration provides an easy path for ingesting and indexing all document types into the KL/SP repository, alongside our simple high volume document capture and indexing solutions.

KL has included all the modules we believe are required to meet the needs of MT, including a rich set of line-of-business integration tools and API toolsets. These modules can of course be exchanged or eliminated after the project team decides exactly what is needed to achieve the MT goals for the implementation. A thorough business analysis is always included per department, which is a very important aspect of any Imaging solution. Who doesn't love the feeling of achievement and excitement that comes with rolling out a brand new Imaging deployment to the organization? As any ECM veteran will tell you, the best time to prepare for a robust, flexible, and scalable environment is before the first end user signs in. As the saying goes: spectacular achievement is always preceded by unspectacular preparation.

In this business analysis session, we will define a multi-faceted approach for true "KL/SP Preparedness" that includes strategies for configuring the SharePoint environment for the KL Imaging solution to promote consistency, discoverability of content, and overall ease of use. It is important to realize that every department within the State has different needs, document types and processes that will require this in-depth business analysis so that each departments needs can be met and reduce the risk of implementing a less than optimal solution. Over time and watching the process, State employees should be able to perform these business analysis sessions on their own.

From the Constituents point of view, KL envisions the ability for managing and securing the content so that only the content that is FOIA ready is available to the public, including document redaction capability. KL will work with the MT IS team to assist in providing the best solution for document access by constituents.

Moving off the State's current imaging platforms is also a major component to this project. KL has vast experience converting documents and indexes from foreign imaging platforms to the KL/SP solution. Our experience in the industry has revealed that a successful conversion is the result of understanding how to effectively utilize SharePoint as a document imaging repository, careful planning, knowledge of SharePoint and the legacy system. We have a highly trained staff with SharePoint experience and experience in a plethora of other document repositories that can help you analyze your situation and prepare the optimal conversion plan. KL has developed an ECM Migration Utility with the capabilities to do mass document migrations. A web based dashboard provides managers with up to the minute statistics on the migration progress and details about the migration of each document. KL has provided a detailed Migration Process document as part of the RFI response. Sometimes a migration is not



desired because an existing solution is working well. In those instances, KL can provide integration with the third party ECM solutions for general access to content or long term storage capability.

When all is said and done and the solution is rolled out, the support is truly the test of a good implementation. KL prides ourselves on the level and experience of our support team. But don't take our word for it, here is what one of our customers wrote to us lately;

".....I would like to thank your team for the improvements made with scanning documents. We have scanned multiple batches in the past couple weeks and each one was separated correctly and clarity is perfect. It has cut down time on a very time consuming process, and is less stressful!!! We know in the long term having all documents scanned will SAVE time instead of looking for files. Thank you for your great team work."

Mark Lindquist

Part of all our implementations, whether a small department or enterprise wide, includes;

- A department/enterprise business analysis
- An agreed upon Design Document and Statement of Work (SOW)
- Implementation of a test environment
- System testing
 - Integration Testing
 - Functional Testing
 - Performance Testing
 - Load Testing
- User Acceptance Testing
- Training
 - System Administration
 - End User Training

As you can see, the KL/SP combination is an excellent solution for MT based on the fact that it provides:

- The ability to use one imaging platform throughout the enterprise, building on the investment made in SP
- Ability to easily capture both paper and electronic documents and index
- Easy to implement and deploy
- Seamless integration with Microsoft Office applications
- Seamless integration with current line-of-business applications
- Quick adaption by users based on the familiar user interface
- Strong role based security
- Powerful auditing capabilities
- The backing of a large corporate infrastructure serving both the US and the world.

All contributing to the needs of the State:

- Improved departmental/enterprise efficiency and effectiveness
- Enhanced audit and compliance activities



- Ability to retrieve and share documents electronically
- Provide a one-stop view of all related information
- Allow for easy searching of content with keywords and full text searching (if desired)
- Provide easy access to public information by State Constituents
 - And
- **IMPROVE THE WORK ENVIRONMENT OF MT EMPLOYEES!!!**

With the KnowledgeLake Electronic Content Management Solution and implementation best practices, The State of Montana can be assured that KnowledgeLake can provide a comprehensive Enterprise Content Management Solution to fit the needs of the State. We hope the remainder of this RFI response will demonstrate the functionality and capabilities of the KnowledgeLake products and services.



Current Customers

Below is a sampling of the States and Departments that KL is implemented at. Today KL is installed in 35 different departments in 35 states.

- (a) KY Housing,*
- (b) California Jusicial System*
- (c) California Department of Insurance*
- (d) Colorado Department of Agriculture*
- (e) Florida Courts*
- (f) Florida Department of Agriculture*
- (g) Florida Department of Juvenile Justice*
- (h) Georgia Department of Energy*
- (i) Georgia Department of Juvenile Justice*
- (j) Illinois DOT*
- (k) Illinois State Police*
- (l) Kansas Board of Tax appeal*
- (m) Kansas Department of Agriculture*
- (n) Kentucky Department of Juvenile Justice*
- (o) Kentucky Housing Corporation*
- (p) Louisiana Department of Civil Services*
- (q) Mississippi DOT*
- (r) Mississippi Division of Medicaid*
- (s) New York State Energy Research and Development Authority*
- (t) Ohio Rehabilitation Services Commission*
- (u) Ohio DNR*
- (v) Oklahoma Dept of Rehabilitation Services*
- (w) Oklahoma Bureau of Narcotics & Dangerous Drugs Control*
- (x) Oregon Department of Environmental Quality*
- (y) Pennsylvania Judicial District*
- (z) Rhode Island DMV*
- (aa) Tennessee Housing Development*
- (bb) Texas Employee Retirement System*
- (cc) North Carolina Housing Finance Agency*
- (dd) Washington State Department of Ecology*
- (ee) Hundreds of local government and housing agency customers*



Relevant Project Experience

KnowledgeLake has over 1100 clients using KnowledgeLake solutions with Microsoft SharePoint for enterprise class document imaging. Our global customers are in industries such as Government, Retail, Manufacturing, Financial Services, Healthcare, Energy, Real Estate, Services, etc. Some of them include:

State of Oklahoma	Wal-Mart
State of Illinois	Hitachi
State of Louisiana	Blockbuster Video
State Oregon	Scottrade
State of Rhode Island	Tyson Foods
Kentucky Housing Corporation	TD Industries
Pella Windows	NCAA
Raymond James	Texas Pacific Group
Build-A-Bear Workshops	Panama Canal Authority
Pfizer	Save-A-Lot Foods
Midwest Operating Engineers	Dierbergs Markets
Amedisys Home Health	St Jude Medical
Delta Natural Gas	DuPage Medical Group

KnowledgeLake respects our customers time and privacy as we would if the State of Montana was our customer, so we are happy to arrange a call to our references when appropriate. Below are a few case studies:

State Agency Uses Enterprise Content Management Solution to Cut Costs, Save Time

The Illinois Department of Transportation (IDOT) is responsible for state maintained public roadways throughout Illinois. It also provides funding for rail, public transit, and airport projects, and administers fuel tax and federal funding to local jurisdictions. IDOT is based in the state capitol of Springfield and has nine district offices.

The need to better manage documents for a federally funded infrastructure program led the Illinois Department of Transportation (IDOT) to find a more efficient way to manage and disseminate extensive volumes of documents. After deploying a KnowledgeLake enterprise content management solution, IDOT has cut costs in document management procedures and is saving on employee hours by streamlining important internal processes.

See Addendum A - IL DOT

Agency Uses ECM Solution to Provide Safe, Quality, Affordable Housing to Families

Kentucky Housing Corporation (KHC) strives to provide safe, quality, affordable housing to families throughout the state.

KHC wanted to increase its operational efficiency by deploying a content management system that would handle diverse documentation and deliver greater security for sensitive data.

See Addendum B – KY Housing



Tyson Foods Enhances Information Access with New Enterprise Content Management System

Tyson Foods is one of the world's largest providers of protein products. The Fortune 500 company is headquartered in Springdale, Arkansas.

Tyson Foods has a huge and growing collection of electronic documents that are used to run the food-processing giant's everyday operations. To increase productivity and make workflows run more smoothly, Tyson deployed KnowledgeLake enterprise content management (ECM) products that work with Microsoft SharePoint Server 2010. The result is a faster, more reliable ECM system than what the company had in the past, allowing an international workforce to be more productive in their daily tasks.

See Addendum C – Tyson Foods



Project Deliverables Approach/Methodology

The only item more important than the software itself in the implantation of the Solution. Below is an overview of the KnowledgeLake Professional Services Methodology best practices that has been utilized and perfected over the last 15 years.

The KnowledgeLake Professional Services (KPS) Methodology is a defined and proven approach to document-based projects supported by a standard model for best practices and repeatable delivery guidelines. This overview introduces the KPS Methodology, its core principles, functional models, and tools used by KnowledgeLake consultants and partners when deploying our software for our clients. The KPS Methodology is designed to work in conjunction with the various industry standard project methodologies, including Project Management Institute (PMI), the International Project Management Association (IPMA), and PRINCE2, just to name a few. All these methodologies offer organizations with a standard approach to managing projects. It is expected that the KPS Methodology will be incorporated into the client's master project management methodology if one exists.

The KPS Methodology was developed by KnowledgeLake specifically for document-based solutions. It is flexible and dynamic and is designed to work for a project of any size. Our vast amount of experience in the Document Imaging industry provides a solid foundation for this methodology. We have implemented hundreds of different types of document-based solutions from small to large, from many different vendors and on a variety of platforms. This experience has been incorporated into our methodology and is used to continually improve our processes as needed.

Overview

The KnowledgeLake Professional Services Methodology has been designed to work for a project of any size. It is flexible and dynamic so our clients and partners can expect a consistent experience with the KnowledgeLake Professional Services group for all projects.

To apply effective solutions to the business problems of our clients and partners, KnowledgeLake Professional Services uses an Enterprise Content Management (ECM) focused Methodology based on a standard model for best practices and repeatable delivery frameworks. This methodology is continuously evaluated to ensure that it incorporates the latest product, implementation, and industry expertise. As a result, our consultants are provided with the most current, field-tested best practices, development tools, and deployment models available for the delivery of sound business solutions to our clients and partners.

The KnowledgeLake Professional Services Methodology is designed to:

- Provide a simple, highly repeatable and flexible standard project framework for delivering document-based solutions
- Save money, save time, and reduce risk
- Utilize an industry proven delivery model across platform solutions
- Integrate with the sales process to facilitate a smooth transition to the implementation team
- Provide a cooperative model for partner-led engagements
- Facilitate a strong partnership between KnowledgeLake and the client

Success Factors



The Success Factors are critical to a successful implementation. Our experience has shown that even the most talented consultant cannot succeed without a partner. A successful project requires a cooperative partnership between the consultant and the client. Our success is measured by the success of our clients.

Responsibility of Consultant:

- Clear statement of requirements
- Proper planning
- Realistic expectations
- Small project milestones
- Proven project methodology & documentation

Responsibility of Client:

- Proper staffing to perform identified project roles
- Clear vision and objectives
- Executive management support
- Client Ownership
- Hard-working, focused users
- User involvement

Team Model

The Team Model describes the roles and responsibilities of team members working on a KnowledgeLake project. During each phase of the project life cycle, different client and KnowledgeLake team members are responsible for specific activities.

In order to ensure the most successful engagement, KnowledgeLake has defined the following roles:

Engagement Manager: Ensures the proper transition from the sales team to the services team, provides general project oversight and communication between KnowledgeLake management and client sponsor and stakeholders. The Engagement Manager may also be involved in the system analysis and design process.

Project Manager: Works with the client's project management team to provide weekly project-related updates, responsible for managing the entire KnowledgeLake project team, tracking the project progress to ensure on time and on budget delivery, change control, risk management, and may also perform business analysis, product testing, and documentation activities.

Solution Architect: Identifies and defines the best overall solution approach and works with the technical consultants to validate the best technical approach for hardware and software. The Solution Architect works with the Technical Consultants to provide cost estimates and provides technical direction to the other Technical Consultants assigned to the project team.

Technical Consultant: Deploys the architected solution, including installation and configuration, client-specific development, application and solution testing, knowledge transfer, user testing support, and other project-related activities.

Process Model

The KnowledgeLake Professional Services Methodology is designed to guide our clients and the KnowledgeLake implementation team from project initiation to project completion. The KnowledgeLake Professional Services Methodology is based on a four-phase Process Model that is applied to every



project. Each phase has its own set of deliverables. It is the responsibility of the KnowledgeLake Engagement and Project Manager to work with the client during the Definition phase to identify the deliverables for each of these phases. Different team members will be responsible for their own set of deliverables during different phases of the project.

The Process Model phases are as follows:



Definition: Gather solution requirements, identify configuration and development tasks, develop detailed project plan and deployment timeline, create scope of work document and obtain client sign-off.

Organization: Finalize project management controls and procedures, issue escalation process, review client and KnowledgeLake implementation team roles and responsibilities. This phase will run in parallel with the Implementation phase.

Implementation: Complete low-level solution and technical design, write custom applications, perform configurations, test customizations and configuration, go live with solution, and provide post-production support.

Closure: Request client sign-off, obtain client feedback, review lessons learned and review the KnowledgeLake support process.

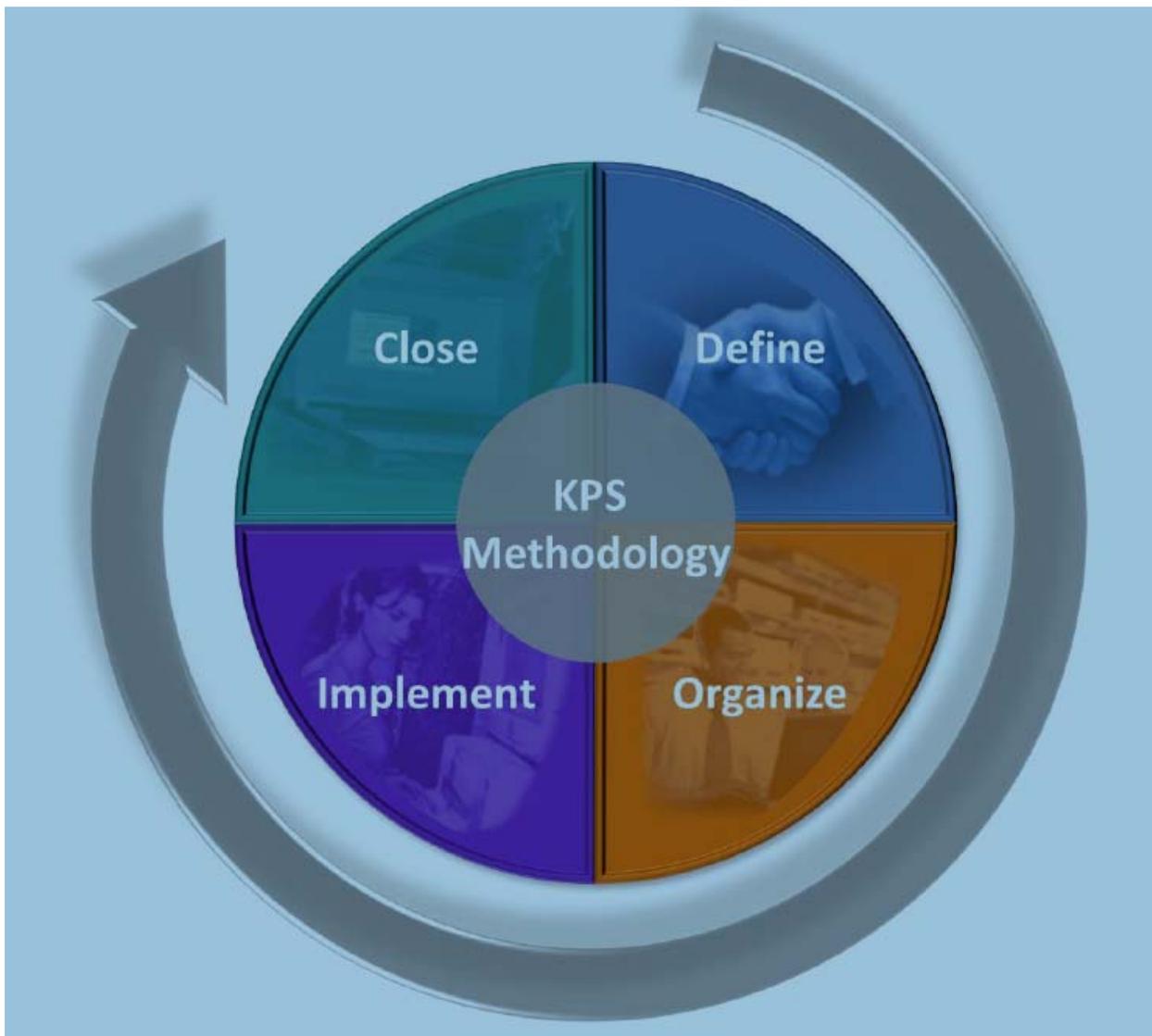


Figure 1: KnowledgeLake Professional Services Process Model



Definition

The Definition Phase marks the beginning of the project and contains many tasks to get the project started. The Engagement Manager is responsible for this phase of the project and other implementation team members will be involved as needed. The project is transitioned from the sales team to the implementation team and the Engagement Manager will discuss the expectations of the project with the client and identify the next steps. KnowledgeLake will work with the client to create the Scope/Statement of Work document. Training needs will be identified and a services estimate provided.

The Definition phase contains the following sub-phases:

- ☑ Transition
- ☑ Kickoff
- ☑ Scope
- ☑ Estimate & Buy In

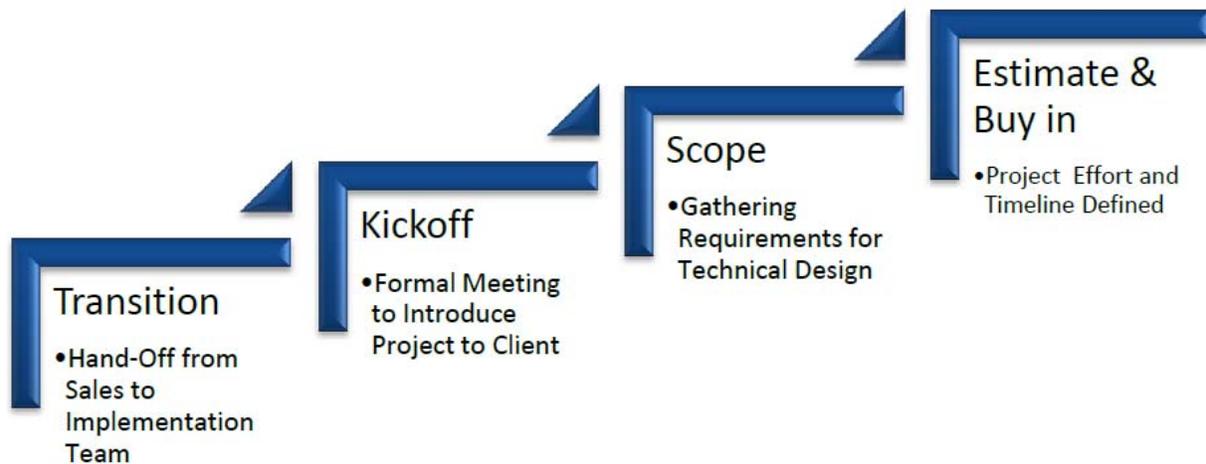


Figure 2: Definition Process

Project Transition

The Engagement Manager works with the sales team to ensure a smooth transition to the implementation team. A Hand-Off sheet is created in the MOSS Accounting site. The MOSS Accounting site is monitored, and once a new Hand-Off sheet is found, the project is added to the MOSS Active Project List. Once the project has been added to the Active Project List, a Project Manager is assigned.

Initial Meet and Greet

The Project Manager will review what was purchased and will contact the client using the information found in the Hand-Off sheet. To ensure it is understood, the Project Manager will review what was purchased and a project Kick-Off meeting will be arranged to initiate the beginning of the project engagement.

Project Kick-off

The goal of the Project Kick-off Meeting is to inform the client's staff of the project on which they are embarking in a formal context. It sets expectations and establishes ground rules for how KnowledgeLake



and the client's staff will work together to deliver a successful project, it builds enthusiasm for the project and clears up any confusion that might exist. This is typically a meeting with the key players of the KnowledgeLake and client project team. KnowledgeLake strongly encourages upper management to be involved in this meeting. Past experience has shown that a strong show of upper management support at the start of the project creates greater enthusiasm and a positive attitude for the project team members. This is increasingly important on larger projects.

The Project Manager will share the action plan for this phase of the project and assist the client in identifying the roles and responsibilities needed for the project. For larger projects, the roles and responsibilities identified may just be for the scoping process. The roles and responsibilities for the remainder of the project may be identified after the Scope of Work is completed.

Scope of Project

KnowledgeLake views the scoping process of a project as the most critical element that ultimately determines the success of the project. For that reason, we combine high-level as well as some low-level design efforts in the scoping process. The low-level design allows our implementation team to get an accurate picture of the services effort needed to complete the project.

The Engagement Manager and the project team members meet with the client to define the scope of the project. The project team members for the scoping process will be identified by the Engagement Manager. These team members may include the Project Manager, Solution Architect and Technical Consultants and other team members may be included depending on the size and complexity of the project.

It is critical that the client provide the resources needed to complete the scoping process. Since the scoping process is the cornerstone of the KnowledgeLake Professional Services Methodology it is imperative that the right resources are available to provide the level of detail needed in this process. Typically, this requires the manager, supervisor/team lead and a knowledgeable end user.

The scoping process typically consists of daily design sessions to gather all the business requirements for a specific area. KnowledgeLake will assist the client's team in walking through the business process and will create process maps or workflow diagrams that will illustrate the details of the business process. The time required for this process depends upon the complexity of the project. It may be necessary for KnowledgeLake to provide some informal training to the scoping team members at the beginning of the scoping process to ensure that all team members have an understanding of the software and its capabilities.

The KnowledgeLake Professional Services Methodology employs one of two different scoping documents. The size and complexity of a project will determine which scoping document is utilized.

Statement of Work: Document that describes the scope of the project, the list of deliverables, and services estimate. A statement of work document is generally no more than five pages. This document is used for smaller projects that don't require extensive customization.

Scope of Work: Extensive document that describes the proposed business processes that will be automated with the KnowledgeLake software, the system hardware and software requirements, all



configuration and customization tasks, project deployment projections, potential risks and issues and project training recommendations.

The configuration and customization tasks section of the document contains detailed information about each task, such as the development resource, time estimate and detailed description of the task. This level of detail is unique to the KnowledgeLake Professional Services Methodology and provides the client with detailed breakdown of the services estimate.

The Scope of Work document includes the following information:

- Project Summary
- Project Risks
- Proposed Business Process
- System Specifications (Hardware and Software)
- Application Development and Configuration Tasks
- High-level Project Timeline
- Training Needs
- Roles and Responsibilities

Services Estimate

We believe development and configuration estimates should be provided by the people doing the work. The Engagement Manager will involve the implementation team in the scoping process as needed; this enables them to acquire the knowledge about the requirements and business process to provide an accurate estimate.

We also feel that including the technical team members in the estimation process has the following advantages:

Accuracy: The people that will be doing the work have the best understanding of the effort it will take to complete a task and therefore provide more accurate estimates.

Responsibility: When the technical person responsible for completing the tasks provides the estimate for those tasks, it makes them feel a greater responsibility for delivering the work in the estimated timeframe.

Teamwork: Gives the team members a sense of ownership for the overall success of the project when they know a client has signed off on a project for which they have provided estimates, empowering them to perform their best and encourage others to do the same.

Statement/Scope of Work Sign-off

After the Scope/Statement of Work document has been completed the client will have the opportunity to review the document and request any modifications necessary. Once the Scope/Statement of Work is finalized then the client will sign-off on the Statement/Scope of Work so the Organization and Implementation phases can begin.

Organization

The Organization phase marks the beginning of the project from an implementation standpoint. This phase will run in parallel with the Implementation phase. The Engagement Manager will work with the



Project Manager to transition the project to the Organization phase. In many cases the Engagement Manager and the Project Manager may be the same person.

At this point, typically many new team members will become involved in the project from the KnowledgeLake team and the client's staff.

The Engagement Manager is responsible for working with the client's project sponsor and stakeholders throughout the project to ensure the project is on target and to work through the KnowledgeLake Professional Services project oversight process.

Once the operational foundation for the project has been laid, the KnowledgeLake implementation team will begin working on the Implementation phase of the project.

The Organization phase contains the following sub-processes:

- Site Preparation
- Resource Identification
- Project Management
- Issue Identification Process
- Escalation Process

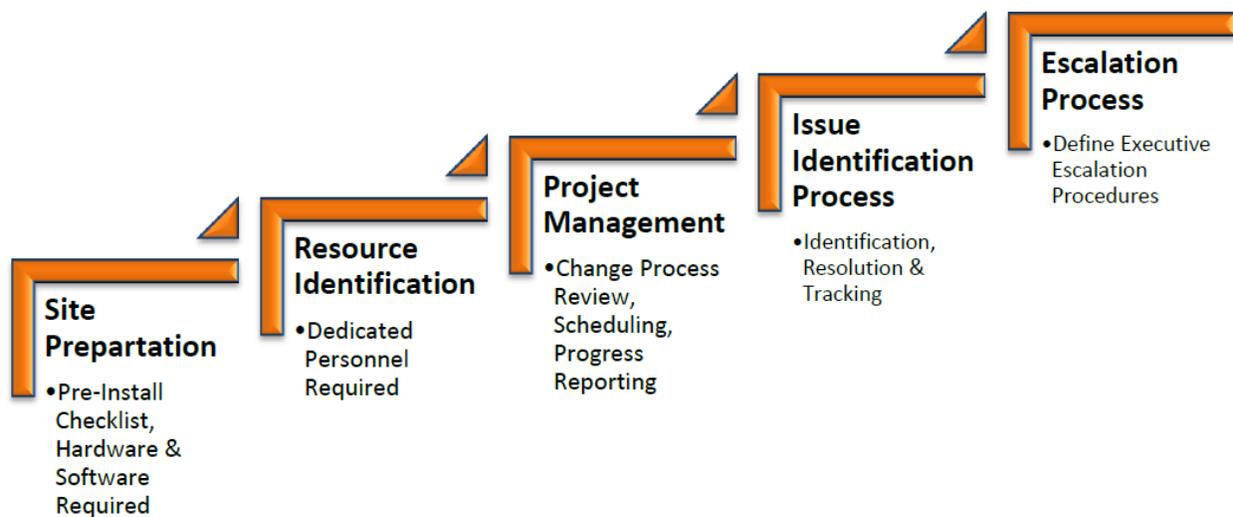


Figure 3: Organization Process

Site Preparation

Site Preparation Checklist: KnowledgeLake will provide a pre-installation checklist for the client to complete prior to the install. This will outline the tasks related to the hardware and software that must be completed so the KnowledgeLake software can be installed.

Identify On-Site Personnel Needs: The Project Manager will identify the on-site personnel needs for the duration of the project. This will include requirements for desk space, development workstations, phones, network and internet access, security badges, etc. This information should already have been researched in the project Kick-Off meeting.



Purchase Hardware/Software: The hardware and software requirements are typically outlined in the Scope/Statement of Work document. The client will purchase the hardware required for the project and any non-KnowledgeLake software that is required.

Resource Identification

Identify and Assign Project Resources: Once the scoping process is complete the Project Manager can identify the resources needed from the KnowledgeLake team and assist the client's Project Manager in identifying the client resources needed.

It is imperative that the client can dedicate the appropriate resources to the project and allow time for any training that may be needed. These resources may span several departments including the IT department.

Introduce New Team Members: At this point in the project the KnowledgeLake Implementation Team will become closely involved in the project and the client will likely have new team members involved as well. The Project Manager will introduce the new team members. KnowledgeLake's goal is to develop a cooperative and productive relationship between the KnowledgeLake team and client's team. At this point, the project plan should be reviewed to ensure enough resources and time have been allocated for the project to be completed. If not, the Project Manager is responsible for any adjustments needed.

Project Management

Review Change Management Process: A well-managed change management process is critical to the success of the project. This process is the primary vehicle for containing scope and ensuring that management has the opportunity to make timely trade-offs between the three key project variables of cost, time and scope. It is imperative that potential changes are identified early, documented carefully, and resolved at the appropriate levels of responsibility.

This process establishes a method to: identify, record, assess, and approve changes to the project. KnowledgeLake and the client will follow this process to classify, prioritize and approve or reject changes.

Changes are broadly defined as work activities or work products not originally planned for as defined by the Scope of Work. More specifically, changes include:

- Any scope items not listed in the Scope of Work
- Participation in activities not previously included in the Scope of Work
- Provision or development of deliverables not included in the Scope of Work
- A change in responsibilities, as defined in the Scope of Work between KnowledgeLake and the client, including reallocation of project staffing
- Any rework of accepted deliverables from detail design
- Investigative work to determine the impact of major changes
- Assumptions not remaining valid
- Risks that actually occurred
- Delays caused by schedule slippage
- Variances of actual work effort from estimated effort



The client will be provided with a Change Request Form that must be submitted to the KnowledgeLake Project Manager for all changes. The change request should contain a clearly defined description of the change, including the cost and schedule implications and the priority of the change, to allow KnowledgeLake and the client's management to make appropriate decisions.

Be sure to keep track of all future enhancements that come out of your discussions. This is a good way to get new PSG business in the future. Often times when you are discussing the solution you come up with a way that would cost more money or time and the customer says "Save that for the next phase." Keep track of those in your progress report so no one forgets them and at the end of the project talk to the customer about when they want to do them.

Create Project Contact List: The Project Manager will create and maintain a project contact list for the duration of the project. This list shall include all key players associated to project (client team and project team members). Roles and responsibilities shall be included as well. The contact list should be included as a part of the Project Completion Transition Document.

Schedule Project Status Meetings: The Project Manager will coordinate with the client to determine the schedule for the project status meetings. Typically, a project will have weekly or bi-weekly status meetings depending on the size of the project. Progress reports are also highly recommended to provide to the client on a recurring basis as well. Progress reports capture actions taken and provide documented project history.

Progress Reports: The Project Manager is responsible for creating progress reports and supplying them to the project sponsor and engagement lead. Doing so, enforces a documented paper trail of the project and it's progress. This document typically will call out the amount of hours used, hours remaining, tasks completed/in progress, issues and status, as well as any other additional notes that may need to be called out.

Create/Maintain Project Plan: The Scope/Statement of Work document typically contains a high-level project timeline. The detailed project plan is the key vehicle for measuring progress. The specific activities that each team member works on, and their progress against completing those activities, are the only object measure of where the project stands against the schedule and budget. The Project Manager is responsible for maintaining the project plan throughout the life of the project and informing the team members of any modifications that are made to it.

Initiate the Project Closure Transition Document: During the Project Closure phase, the Project Manager will be responsible for completing a Project Closure Transition Document. The purpose of this document is to record the final environmental state at the completion of each KnowledgeLake Professional Services engagement. Although this document will not be completed until the end of the project, the document shall be initiated at this time so details gathered during the Project Initiation and Project Execution Phases can be recorded. The details included in this document will be used by both the client and the KnowledgeLake Technical Support team when solving issues post project completion.

Issue Identification Process

Every project has issues that hinder progress. It is important to ensure that these issues are identified and resolved quickly by the right person. The first step in effectively dealing with these issues is to educate the team on the importance of identifying issues and collectively finding a suitable resolution.



An Issue Log is utilized to track the information related to an issue (i.e. date, priority, person reporting issue, description, software affected, status, person issue assigned to, resolution, resolution date, etc). The mechanism used to track issues varies depending upon the project needs and the client preference. Often the client will have issue tracking software that is used, or KnowledgeLake has in-house customer support software that can be used to track issues or it can be as simple as a spreadsheet.

The following procedure is used to ensure that the issues are visibly tracked:

Identify and Document Issue: Issues can be identified as soon as the project begins. Any issue that can hinder the ability to meet the objectives of the project should be identified. Issues can be identified by anyone involved with the project. The person identifying the issue should document the issue on the issue log and bring it to the attention of the Project Manager.

Assign Responsibility for Resolving Issue: The KnowledgeLake and client project management team will determine the appropriate individual who will be responsible for resolving each issue. The responsible person must be an individual who has the knowledge and authority to make decisions regarding the issue. The management team will also assign a priority to the issue.

Monitor and Control Progress: All issues will be tracked on the issue log. The issue log will be maintained to formally track the status and resolution of the issues.

Report Progress on Issue Resolution: The issue log will be a part of the weekly status report and discussed in the weekly status meeting.

Communicate Issue Resolution: The issue log and documented resolutions of issues will be made available to all team members.

In the event that an issue cannot be resolved in a reasonable time-frame, to the mutual satisfaction of KnowledgeLake and the client, a mutually acceptable approach to escalating the issue to the next level of management will be determined.

Escalation Process

KnowledgeLake is committed to managing a successful project. In the event an issue arises that cannot be resolved between the Project Manager and the client's management team, the issue will be escalated to the Engagement Manager, the KnowledgeLake Professional Services Management team and the KnowledgeLake Executive Management team as necessary. KnowledgeLake management has an open-door policy and welcomes any dialogue with the client.

Implementation

The implementation phase is the core of the project and makes up most of the services time. By this phase the project team has been identified and the technical work of building the solution has begun. To streamline the project, as much of the development as possible is completed in the KnowledgeLake offices to minimize costs. It is becoming more commonplace for clients to give secured remote access to their systems to facilitate the necessary deployment and support functions of the project.

KnowledgeLake's goal is to make our clients as self-sufficient as possible by the end of the project.



KnowledgeLake will recommend needed product and technology training, and provide extensive on-site training regarding the support of the system.

The implementation phase contains the following sub-processes:

- Detail Design
- Development
- Training
- Testing
- Knowledge Transfer
- Deployment

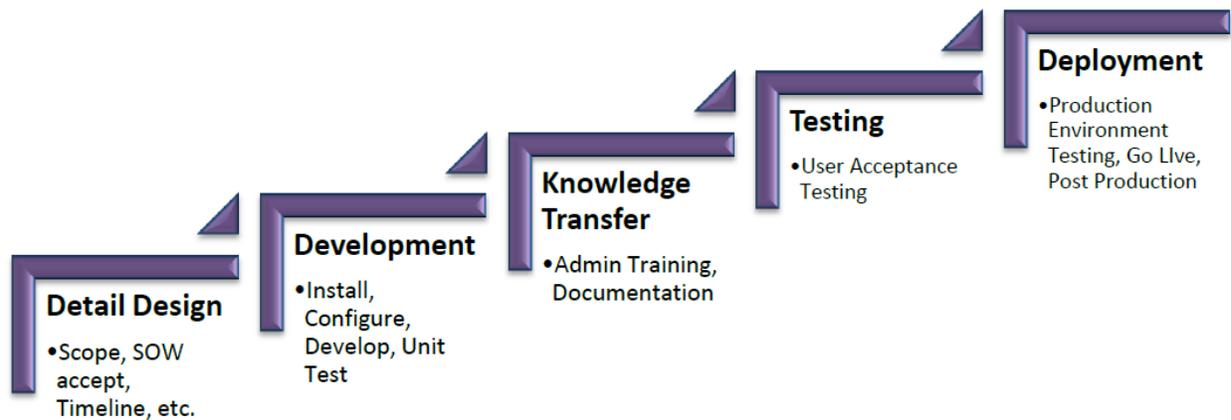


Figure 1: Implementation Process

Detail Design

The KnowledgeLake Implementation Team will review the Scope of Work/Statement of Work document. The Project Manager will meet with the client to finalize the technical functionality of each configuration and customization module. Design decisions will be documented in detail for future reference. This is the point at which it becomes critical for KnowledgeLake and the client to form a partnership to properly manage any change requests.

The effort required to complete the Detail Design will vary depending upon the size and complexity of the project and the level of detail included in the Scope of Work/Statement of Work document. A time estimate for the Detail Design task will be included in the Project Plan. In smaller projects Detail Design may not be required or the Statement of Work document may also serve as the Detail Design document.

Once the Detail Design is complete, a review should be held with the client to ensure the project is on the right track. This is a great time to identify additional work that may need to be added to the project. If there are any changes needed to be made, it is important to document them using the change request procedure defined by the Project Manager.

Development

For larger projects, this is typically the longest phase of the project. The majority of the effort of the Implementation Team will likely be spent on development and configuration.



Installation: The installation of hardware and software is typically required before development can begin. These tasks will be outlined in the Project Plan along with the responsible party. Typically the client is responsible for installing the hardware and base operating system and KnowledgeLake is responsible for installing the KnowledgeLake software.

Depending upon the size of the project, the initial installation may be in a Development and or Quality Assurance/Test environment. The production environment may not be installed until the Deployment Phase.

Configuration: Configuration is typically required in projects of all sizes. It can be very simple for a standard Capture solution or more complex for a large workflow solution.

Development: Development is not required for every solution but many clients desire custom development to meet a specific business need or to integrate with a Line of Business application.

Unit Testing: Unit testing will always be performed by the KnowledgeLake Implementation Team to verify the configuration and/or custom development performs the tasks as outlined in the Detail Design document.

Knowledge Transfer

Training: Depending upon the size of the project, the training may be simple on-the-job user training, or for larger projects, it may be customized training for the administrator, developers and end users. Many clients have an in-house Training/Education department and opt for train-the-trainer training.

The KnowledgeLake Professional Services Methodology is flexible and the type of training will be customized to meet the needs of the client and the project. The training plan will be outlined in the Scope/Statement of Work document and included on the Project Plan.

Documentation: The type of documentation provided will depend upon the software purchased by the client and the amount of custom development that is performed. KnowledgeLake provides standard documentation for all products. If custom development is performed then the KnowledgeLake Implementation Team will provide documentation for the custom modules/applications.

Transfer of Knowledge: The Transfer of Knowledge process is an extension of the training that is provided. In most solutions, there are many tasks and areas of expertise that may not be covered in the standard training especially if the solution contained custom development. The purpose of the transfer of knowledge is to ensure that the client is equipped with the skills and knowledge necessary to maintain and support the system.

Testing

It is critical that the client perform testing on the solution prior to deployment. This becomes increasingly important on larger projects. It is very common for the client to attempt to short-cut the testing process especially if they are trying to trim hours from the project. Our past experience has proven that this can be one of the most important phases of the project. It is essential that the client perform adequate testing to ensure the deployment of the solution will be a success.



The client should identify a subset of users to perform the testing. This is typically called User Acceptance Testing (UAT). For larger clients, the client may have an in-house Quality Assurance (QA) team that may perform this testing in lieu of or in addition to the end users. The project manager will provide the client with a Guide to Acceptance Test Plan Development as well as a sample Acceptance Test Plan to use as a base.

Deployment

The Deployment phase of the project is not completed until the system is functioning as expected. KnowledgeLake is firmly committed to client satisfaction and will do everything necessary to ensure a successful deployment.

Code Freeze: In preparation for the deployment of the system a “code freeze” must be employed once the UAT is completed. A “code freeze” requires that no changes are made to the system for a period of time. This step is often overlooked in project deployment and is a common reason for failure during this phase. This is often hard to enforce and will require commitment by the entire project team (KnowledgeLake and the client).

Prepare Production Environment: The effort required to prepare the production environment will depend upon the size of the project. For smaller projects, the development environment may become the production environment. For larger projects, the production environment may be a completely different environment than the development environment and may require installation of new hardware and software.

Pre-production Testing: There is typically some form of testing in the production environment prior to deployment. This will vary depending on the complexity of the implementation and if the production environment is a new environment.

Go-Live: Go-live is the point at which the client is using the solution in the production environment.

Post-Production Support: This is a critical piece of the deployment phase. KnowledgeLake will work with the client to ensure that the team is prepared for the first days and weeks of production. The KnowledgeLake team will be available for a pre-defined period of time to assist in supporting the system and to prepare the client to support the system independently. The Knowledge Transfer process is the key to meet this goal. In addition, KnowledgeLake provides support for all clients engaged in a maintenance contract.

Closure

Closure is the final phase of every project. Completing the closure activities finalizes all contractual obligations with the client. The client is asked to validate that the KnowledgeLake implementation team has completed all tasks as they relate to the project and that no outstanding issues need to be addressed.

Feedback on the KnowledgeLake Professional Services Methodology is requested so it may continually improve to be a first class implementation methodology for document-based solutions.



The Closure phase activities focus on ensuring that the client is satisfied with the engagement and that the solution is a success for the client now and in the future.

The Closure phase contains the following sub-processes:

- Project Closure Meetings
- Post Closure Activities
- Support

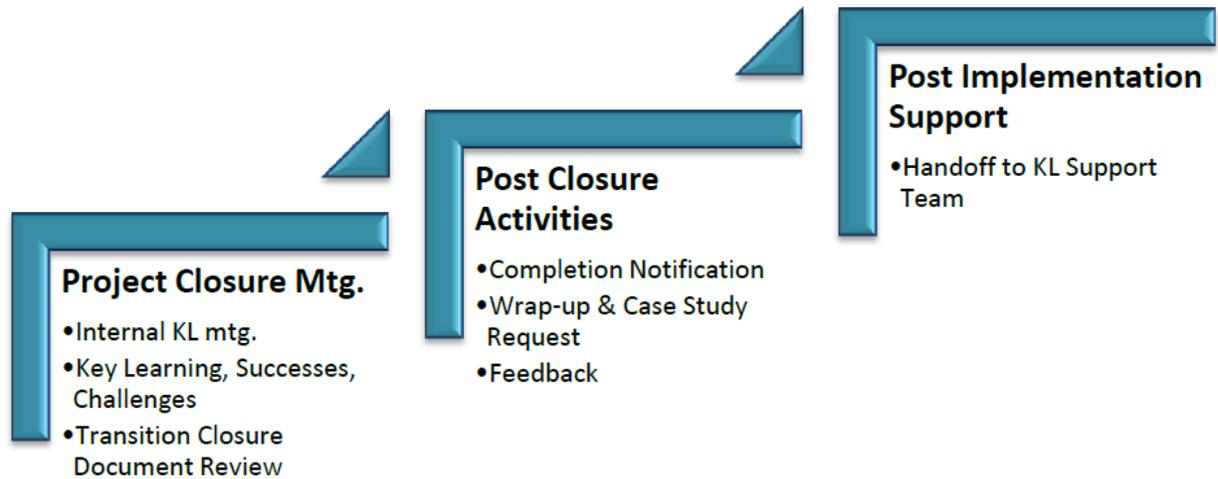


Figure 5: Closure Process

Project Closure Meetings

Internal Project Review: The Project Manager will conduct an internal team meeting to review the project and ensure all the closing criteria has been completed as outlined in the Statement/Scope of work document. Key learnings, successes, and challenges from the project should be discussed. The Project Manager will review the Project Closure Transition Document with the team and make sure that all content of the document has been reviewed and finalized.

Project Closure Meeting: The Project Manager will be responsible for hosting a Project Closure meeting between the KnowledgeLake Technical Support team and the client. The purpose of this meeting is to introduce the client to the support organization and review the best methods for contacting and obtaining support on their software. This also provides a method to introduce the support organization to the customer, describe the solution that was provided, and go over any open issues and who is responsible for resolving them. Prior to doing so, the support team and client should have received a copy of the KnowledgeLake Technical Support Policy as well as the completed version of the Project Closure Transition Document which will be reviewed during this meeting.

After the documents have been reviewed and understood, the Project Manager will obtain project acceptance by the client by obtaining the clients signature on the System Acceptance form. This will indicate that the client is satisfied with all the deliverables identified in the Scope/Statement of Work document, understands the current state of the solution, and knows how to handle any open issues. It should be clear to the customer at the end of this meeting that the project has been completed and all



future communication about their application and software should be handled as outlined in the Project Closure Transition Document.

The Project Manager should also take this opportunity to discuss additional software and services that may be needed. This is a good time to reflect on what has been accomplished and take a look at the future and plan how the technology can be expanded to benefit other areas of the organization. Finally, KnowledgeLake may request permission from the client to use the client as a reference in future KnowledgeLake sales. KnowledgeLake strives to develop a win-win relationship with the client before, during and after the project is completed.

Hand Over all Project Documentation: This is the ultimate goal of every project. All activities lead to this exciting step where the client independently manages all system activities. KnowledgeLake focuses on the seamless transfer of ownership of the system from the KnowledgeLake implementation team to the client's team. To ensure the client continues to be successful, the KnowledgeLake Support Team takes over the responsibility to assist the client with any product related issues that may arise in the future.

Evaluate Client Satisfaction: The most important measures of project success are how well the needs of the customers have been met, and whether the product was developed and delivered effectively and efficiently. One way to gather this type of information efficiently is to solicit feedback with a survey. The goal of the survey is to solicit feedback from all types of individuals involved in the project. The project manager is responsible for sending out the evaluation and should emphasize to all survey participants the importance of their honest feedback as one of the primary mechanisms for assessing the project's performance. Professional Services management

will review the results of the survey and use the feedback to improve the Professional Services methodology.

Post Closure Activities

Project Completion Notification: The project manager is responsible to notify the finance department to ensure that they are aware that the project is closed. This assures that, from a financial standpoint, a project is considered closed and that no further charges will be accrued by or attributed to that project. Secondly, the project manager should notify the Professional Services management team that the project has been completed. This makes it clear to management that the project has ended, allowing them to reassign their staff to another task or activity. Finally the project manager should notify the Sales organization that the project has been completed. This will allow the Sales organization the opportunity to contact the customer, review their services engagement and ensure they were satisfied with the outcome. These notifications can be sent through email to the respective departments.

Case Study: With the clients' permission, a case study is often prepared to summarize the business need and the solution that was implemented. This task is normally completed by the marketing team. However, the professional services team will support this effort as needed.

Provide Feedback: The feedback provided by the clients and the lessons learned are only beneficial if the information is utilized and shared. KnowledgeLake will provide this information to internal departments within KnowledgeLake so they may use it to refine their processes. This feedback ensures that the KnowledgeLake Professional Services Methodology will continually improve and enables the next project to be even more successful.



RFI Section 5.0 Project Deliverables/Approach/Methodology

1) Application Integration

The KnowledgeLake ECM Solution for Microsoft SharePoint does support saving, viewing and editing of all major MS Office 2003+ formats including Word, Excel, Outlook and PowerPoint. This capability is tightly integrated into the native Microsoft SharePoint and the MS Office platform and is extended by KnowledgeLake. KnowledgeLake View allows for Word, Excel, Outlook, TIF and PDF document viewing and property editing directly in the web browser. KnowledgeLake Connect allows for all forms of electronic content to be quickly indexed and seamlessly saved into SharePoint. SharePoint is the document repository for our proposed solution and will support storage and retrieval of all versions of Adobe Acrobat, Premier, Windows Journal and OneNote files. Users must have the appropriate desktop application installed to view those file formats

Visual Studio (or .NET) is supported natively on the Microsoft SharePoint platform. This is an overview of the capability.

The screenshot shows the MSDN website interface. At the top, there is a navigation bar with links for Home, Library, Learn, Samples, Downloads, Support, Community, and Forums. A search bar is located on the right side. The main content area is titled 'SharePoint Development in Visual Studio' and includes a sub-header 'Visual Studio 2012'. Below this, there is a brief introduction to SharePoint development in Visual Studio, followed by three sections: 'Documentation' (listing articles like 'Getting Started (SharePoint Development in Visual Studio)'), 'Featured Tasks' (listing tasks like 'How to: Create an Event Receiver'), and 'Walkthroughs' (listing 'SharePoint Development Walkthroughs').

Visual Studio promotes rapid SharePoint development by providing such features as advanced debugging tools, IntelliSense, statement completion, and project templates. Visual Studio also takes advantage of advanced .NET Framework-based tools and languages. You can develop SharePoint projects by using either Visual Basic or Visual C#. – Source: <http://msdn.microsoft.com/en-us/library/ee330921.aspx>

The KnowledgeLake solution offers Software Developer Kits (SDKs) to help extend the solution. The SDKs are all .NET based and provide numerous possibilities for extending the KnowledgeLake solution. Developer support is included for the SDKs. These SDKs will be leveraged for the requirements of this project at no additional cost. If the State of Montana would like to perform customizations themselves, these SDKs can be procured for the solution.

2) Legacy System Migration



KnowledgeLake's ECM Migration Utility provides the capability of doing mass document migrations from virtually any repository to Microsoft SharePoint. The ECM Migration Utility was designed with high performance and scalability in mind when importing document images into SharePoint. An intuitive interface is provided to allow the client to specify what documents should be converted and how meta-data fields should be translated to the SharePoint library. A web-based dashboard provides managers with up to the minute statistics on the migration progress and details about the migration of each document. Please see the attached *ECM Migration - White Paper.pdf* for additional information.

3) Administrative control of adding, editing, & viewing.

All user security is applied via Microsoft SharePoint and KnowledgeLake respects those permission policies. Please reference this article for additional details:

[http://technet.microsoft.com/en-us/library/cc721640\(v=office.14\).aspx](http://technet.microsoft.com/en-us/library/cc721640(v=office.14).aspx)

4) Controllable workflow capability.

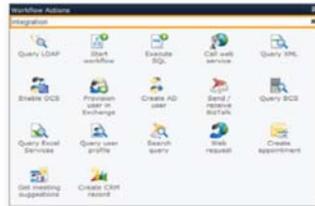
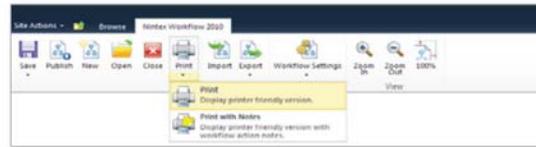
KnowledgeLake leverages Microsoft SharePoint's built in workflow engine to enable content review and approval. The solution can be configured to ensure that every document and its metadata is reviewed prior to check in, being submitted to the solution. Additional workflows can always be created. Metadata field configurations can be changed, updated, created or deleted by an administrator with the appropriate credentials at any desired time. The solution provides an audit trail of user information for when content is created, viewed, edited, deleted and more. Please reference this article for additional details:

<http://office.microsoft.com/en-us/sharepoint-designer-help/workflow-actions-in-sharepoint-designer-2010-a-quick-reference-guide-HA010376961.aspx>



INTEGRATED SHAREPOINT 2010 FEATURES

- Fluent ribbon interface
- Business Connectivity Services
- Excel Services
- InfoPath forms
- Reusable workflows
- Site workflows
- Content Type workflows
- Document Sets

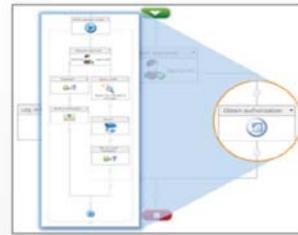


CONNECT WITH OTHER SYSTEMS

- Create user accounts in Active Directory, Exchange Server and Office Communications Server
- Read and write data from Microsoft CRM
- Set calendar and task items in Exchange Server
- Easily access data and processes from line of business and external systems using web services, SQL, LDAP, XML, BizTalk and other common middleware and open interfaces

EXTEND AND CUSTOMIZE

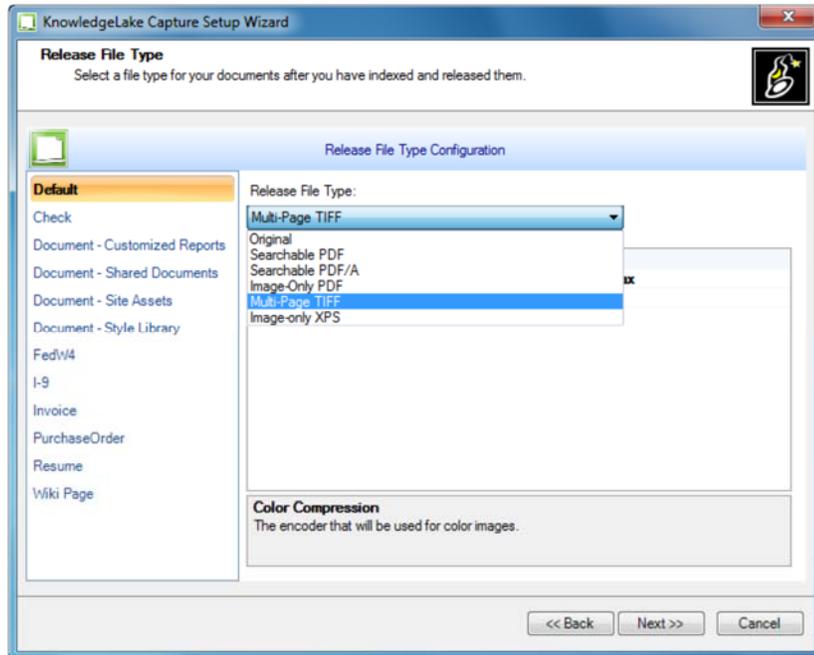
- Create "User Defined Actions" using the drag and drop workflow designer
- Create custom actions using Visual Studio
- Export workflows to Visual Studio 2010
- A wide range of third-party add-ons, extensions, and connectors are available from our global partner network



If more advanced Workflow is required, KL has a close integration of the K2 BlackPearl Workflow environment. (www.k2.com)

5) Supported Scanned Capture Content Type

KnowledgeLake Capture support the scanning and saving of documents into multiple formats.



6) Approximate or wildcard content searching.

Imaging Search allows you to search for documents and other content from your SharePoint sites and document libraries. Your search criteria can include keywords, specific document properties, or a combination of both. You can use a KnowledgeLake Search Center site or a KnowledgeLake Query Builder web part on a SharePoint page to build your search criteria. In the Search Center, you can save searches to run them again later. Saved searches are also used in the Query Builder. Saved searches can be created by a Search Editor or Search Manager. The search criteria can include keywords, specific document properties, or a combination of both. Imaging compares the search criteria to your crawled properties in SharePoint to find documents. Each clause in the search criteria, including the keyword search box, can be evaluated individually or grouped with other clauses. Between each pair of clauses is an And option and an Or option. The active grouping option determines the relationship between clauses. Clauses that are joined by And are evaluated as a group. Any number of clauses can be grouped together in this way. The Or option, if active, separates the clauses above and below it into separate groups. The keyword search box can contain multiple keywords. Those keywords can be evaluated individually or grouped together. In the Search Center, Advanced Options contains the Keywords grouping options. If you select And, the keywords must all be present in a document's properties for it to be in the search results. If you select Or, if any of the keywords are present in a document's properties it will appear in the search results.



New Query X New Query

Query Builder

Search PO*

And Or

Properties

Columns

AccountingDocType

PONumber

VendorName

Scopes

http://kli4ctp/Accounting

Query Results

Drag a column header and drop it here to group by that column

		AccountingDocType	PONumber	VendorName
		Invoice	PO2087	Bloomington
		Invoice	PO2089	Fabrication Company
		Invoice	PO2090	A Travel Company
		Invoice	PO2091	Gunthar Sound Engineers
		Invoice	PO2092	G and K Cleaning
		PurchaseOrder	PO2094	Chicago Rent-All
		PurchaseOrder	PO2097	America Charge
		PurchaseOrder	PO2098	Inner City Electric
		PurchaseOrder	PO2094	Chicago Rent All
		PurchaseOrder	PO2095	Advanced Office Systems
		Packing List	PO2084	Advanced Office Systems
		Packing List	PO2086	Advanced Office Systems
		Packing List	PO2087	
		Packing List	PO2089	
		Invoice	PO2090	Advanced Office Systems

7) Ability to display multiple pages.

KnowledgeLake View is more than simply a tool for viewing documents. Use KnowledgeLake View to view one or multiple documents at a time, annotate, index, check in/out, download, or distribute documents. With KnowledgeLake View you can find related or linked documents, begin workflows, tag documents for collaboration, and more.

The screenshot displays the KnowledgeLake View application interface. It features a top navigation bar with options like 'Home', 'Annotations', 'Edit', 'View', and 'Collaboration'. Below this, there are three document thumbnails, each with a toolbar containing actions such as 'Check Out', 'Download', 'Properties', 'Edit', 'Merge', 'Attachment', 'Link', and 'Email'. The thumbnails show the following content:

- Thumbnail 1:** A document titled 'ADKMAN EMPLOYMENT APPLICATION.pdf' containing a 'KNOWLEDGLAKE' logo and a table of 'APPLICANT INFORMATION'.
- Thumbnail 2:** A document titled 'ADKMAN EMPLOYEE REVIEW.docx' containing a 'KnowledgeLake' logo and a 'Performance Review' form with various fields and a signature line.
- Thumbnail 3:** A document titled '20112010700004708138ECdocument 5.rtf' containing an 'EQUIPMENT USE AGREEMENT' with detailed terms and conditions.

At the bottom of the interface, there is a status bar indicating the current page and zoom level.



KnowledgeLake View supports the following file types:

- Adobe Portable Document Format (.PDF, PDF/A, PDF Encrypted)
- Bitmap (.BMP)
- Extensible Markup Language (.XML)
- Graphics Interchange Format (.GIF)
- Joint Photographic Experts Group (.JPG)
- Microsoft Excel (.XLS, .XLSX, and .XLSM)
- Microsoft PowerPoint (.PPT and .PPTX)
- Microsoft Word (.DOC and .DOCX)
- Microsoft Outlook (.MSG)
- Portable Network Graphics (.PNG)
- Rich Text Format (.RTF)
- Tagged Image File Format (.TIF or .TIFF)
- Text files (.TXT)
- XML Paper Specification (.XPS)

KnowledgeLake View is accessible from each document's shortcut menu in a document library, from the KnowledgeLake Search results item shortcut menu, or from a View web part added to a site by an administrator.

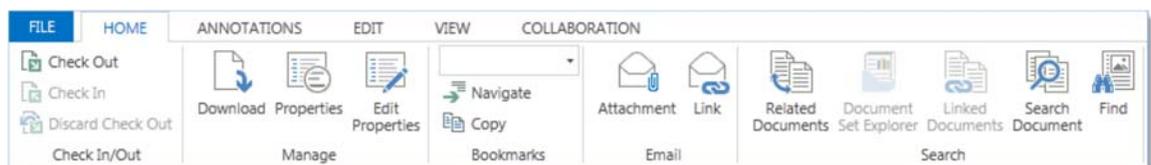
8) View and edit functions in KL/SharePoint.

Microsoft SharePoint can store any approved file type within its repository. KnowledgeLake View (part of KnowledgeLake Imaging) supports the following file types:

- Adobe Portable Document Format (.PDF, PDF/A, PDF Encrypted)
- Bitmap (.BMP)
- Extensible Markup Language (.XML)
- Graphics Interchange Format (.GIF)
- Joint Photographic Experts Group (.JPG)
- Microsoft Excel (.XLS, .XLSX, and .XLSM)
- Microsoft PowerPoint (.PPT and .PPTX)
- Microsoft Word (.DOC and .DOCX)
- Microsoft Outlook (.MSG)
- Portable Network Graphics (.PNG)

Other file types would require the user to have a compatible application installed on their device to view and edit.

KnowledgeLake View provides several View and edit functions, the table below outlines these functions.





Home Tab Ribbon Bar Option	Explanation
Check Out	Click to check out the document of the document library. When a document is checked out, no other user can edit the document.
Check In	If you check out a document, you need to click this when you are finished editing the document. This will allow other users to see the changes and edit the document.
Discard Check Out	If you check out a document and do not want to save the document back to the library, click this. Discarding a check out will not create a new version of the document if versioning is enabled on the document library. Discarding a check out will not save any changes made to the document or its metadata.
Download	Click to download a copy of this document to your workstation.
Properties	Open the Index Panel.
Edit Properties/Cancel Edit	Opens the Index Panel in edit mode. While in edit mode, you can make changes to the document's metadata. This button changes to Cancel Edit while in edit mode. If you make changes to the metadata you do not want saved, click Cancel Edit .
Bookmark Drop-down	Use the bookmark drop-down to choose a bookmark.
Navigate	Click this to navigate to the page containing the bookmark selected in the Bookmark Drop-Down.
Copy	Click to copy the URL of the page containing the bookmark selected in the Bookmark drop-down to the Windows clipboard.
Attachment	Opens Microsoft Outlook with this document attached to an e-mail.
Link	Opens Microsoft Outlook with the URL of this document in the body of an e-mail.
Related Documents	Find related documents based on whether any other documents have



	matching metadata, using an “or” logic for any managed property metadata columns set up by your SharePoint administrator.
Document Set Explorer	If the document is part of a Document Set, this option will be available to you. Click it to open the Document Set Explorer. See the Document Set Explorer section for more details.
Linked Documents	Opens any documents that are recognized as linked to the current document according to metadata properties set up by your SharePoint Administrator. This is more refined than Related Documents, which only recognizes matching key words.

The screenshot shows a SharePoint document viewer interface. The main content area displays a resume for George Lincoln. The resume includes the following sections:

- KNOWLEDGE LAKE Employment Application**
- APPLICANT INFORMATION**
 - Last Name: Lincoln
 - First Name: George
 - DOB: 02/24/1978
 - Phone: (902)241-7575
 - Address: 1234 S State Street Chicago, IL 60601
 - Education: Chicago High School
 - College: Ohio University
 - Degree: Bachelor's Degree
- EDUCATION**
 - High School: Chicago High School
 - College: Ohio University
 - Degree: Bachelor's Degree
- REFERENCES**
 - None are available for this document.
 - Available upon request.

The document is displayed in a browser window with a ribbon at the top and a properties pane on the right. The properties pane shows the following information:

- Content Type: Application
- First Name: George
- Last Name: Lincoln
- Phone Number: (902)241-7575
- SSN: 987-65-4321
- Position: Support Specialist
- Date: 3/3/2010
- Document ID: KLID-17-31

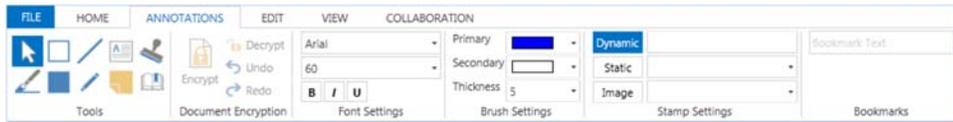
9) Security on web access

All security is controlled via SharePoint and inherited by KnowledgeLake. Please reference this Microsoft Article for more information <http://msdn.microsoft.com/en-us/library/ms457529.aspx>

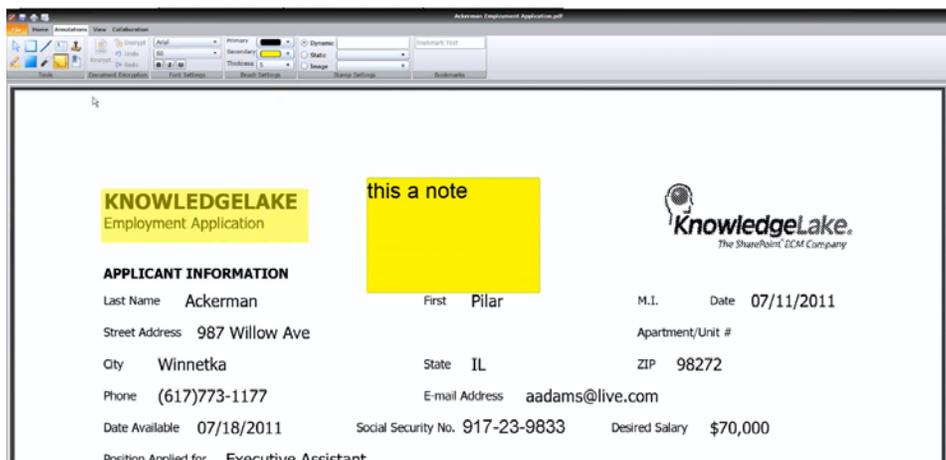


10) Attach notes to a document without changing the document.

KnowledgeLake View for Imaging supports a number of annotation types. They do not alter the original document.



Icon	Annotation Tool	Explanation
	Select	Use to select an annotation already on the page and move or delete it.
	Hollow Rectangle	Creates a rectangle without a fill.
	Line	Creates a line.
	Text	Creates a text box without a background.
	Stamp	Use to add a Dynamic, Static, or Image stamp.
	Highlight	Use to create a highlight.
	Filled Rectangle	Creates a solid rectangle.
	Freehand	Use the mouse to draw the annotation.
	Note	Creates a text box with a background color.
	Bookmark	Use to add a bookmark to a PDF or TIFF document.

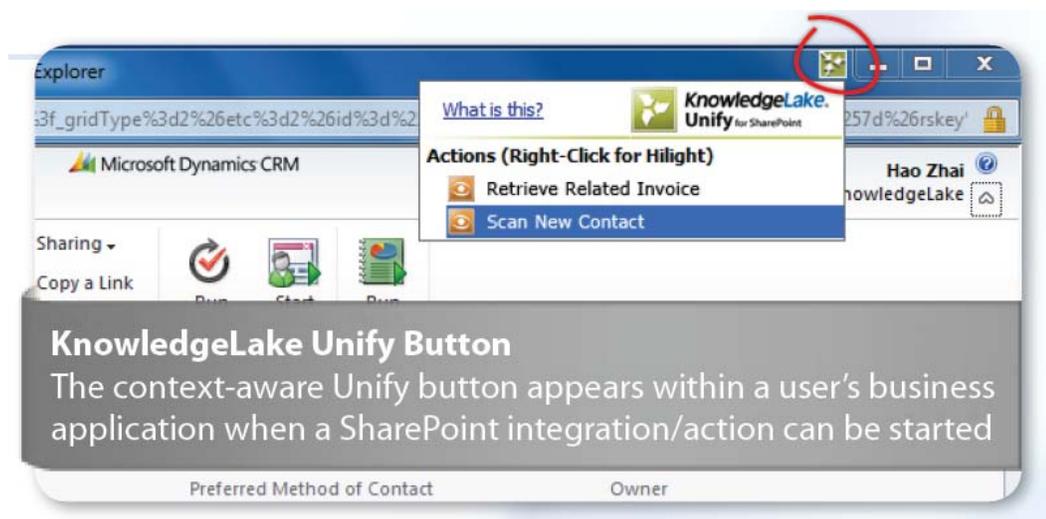




11) KL Line of Business (LOB) Application Integration Tool.

KnowledgeLake Unify brings functionality from Imaging for SharePoint right into your users' familiar line of business ("LOB") applications by linking the parameters of the Imaging function directly to a data source on a screen in the LOB application. End users can click a Unify Magic Button within the LOB application to perform an Imaging function without leaving the LOB application. KnowledgeLake Unify accomplishes this without requiring any changes to the LOB application, to Imaging, or to SharePoint.

KnowledgeLake Unify provides an appspace wizard and xmodel starters to assist with adding Imaging Saved Searches to a Unify Magic Button for your users to click within their LOB applications.



12) Data mapping ability for indexing.

Automatic Indexing uses a key field to populate the values for other fields from the values in a specified database table. Each field is associated with a SharePoint column and a database column. When you edit properties, if the key field's SharePoint column has a value that matches a value in the key field's database column, each other field's SharePoint column will be automatically populated from its database column in the same row as the matching key field.

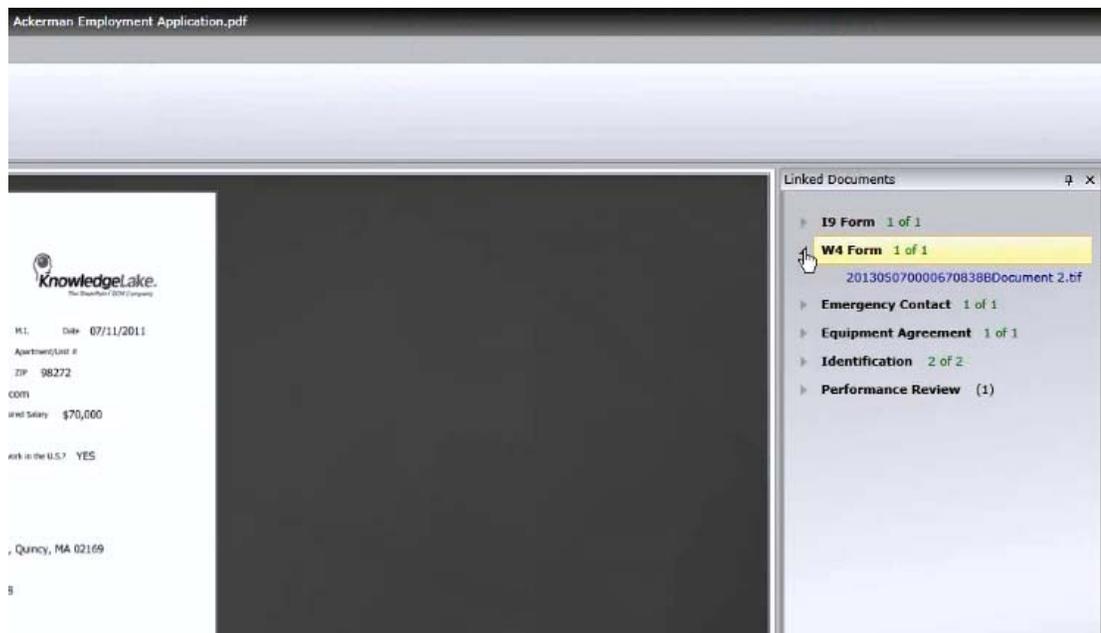
The Cascading Lookups behavior uses a trigger column to limit your choices in a target column based on values from SharePoint's Business Connectivity Service (BCS), an external database, or a SharePoint list. When a value is provided for the trigger column, Imaging will retrieve the values for the target column from BCS, the external database, or the SharePoint list and display those values in a dropdown list as the target column's available choices.

For example, if you have a data source that contains all counties in a state, and each county is associated with a region, you can choose the regions during the indexing process. A cascading lookup can then narrow the list of counties to only those counties in that region.



13) Ability to link multiple related documents together.

The Linked Documents behavior allows you to retrieve related documents that match the specified conditions. The table below lists the Linked Document Functions that can be setup within KnowledgeLake imaging.



Operator	Function	Condition Usage
Begins With	The Linked Field has Compare To value at the beginning of its stored value	Static
Contains	The Linked Field has the complete Compare To value somewhere in its stored value	Static
Equals	The Linked Field is exactly the value in the Compare To	Static or Dynamic
Greater Than	The Linked Field value is relatively more than the Compare To value	Static or Dynamic
Greater Than or Equal	The Linked Field value is relatively more than or equal to the Compare To value	Static or Dynamic
Less Than	The Linked Field value is relatively less than the Compare To value	Static or Dynamic
Less Than or Equal	The Linked Field value is relatively less than or equal to the Compare To value	Static or Dynamic



Like	The Linked Field value has portions of the Compare To value.	Static
Not Equal	The Linked Field value is NOT the Compare To value	Static or Dynamic

14) Ability to track individual controlled access for security audit.

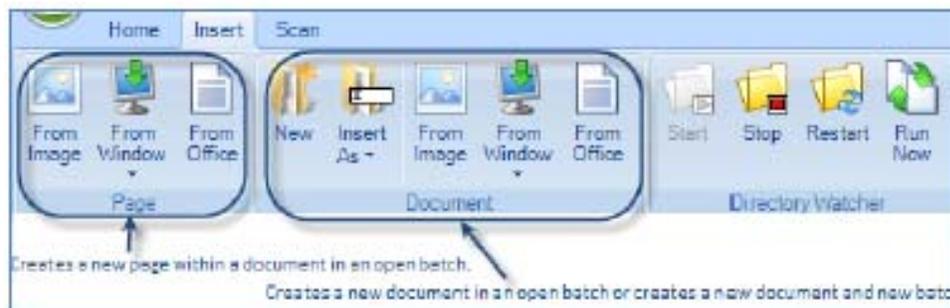
Microsoft SharePoint Server 2013 supports robust information management policies. An information management policy is a set of rules for a type of content. Each rule in a policy is a policy feature. For example, an information management policy feature could specify how long a type of content should be retained, or it could provide document auditing. Information management policies enable you to control who can access your organizational information, what they can do with it, and how long the information should be retained.

Additional information can be found in this article: <http://technet.microsoft.com/en-us/library/cc262490.aspx>

15) Ability to store digital photographs.

Although scanning is the most frequently used method of importing content into Capture, there are other methods available from the Insert tab of the Ribbon Bar.

- From Image allows you to capture any image from your file directory, including *.tif, *.tiff, *.jpg, *.jpeg, *.png, *.gif, *.bmp, and *.pdf images.
- From Window allows you to capture an image of a screenshot of an open window on your machine.
- From Office allows you to capture a Microsoft Office document as an image. Upon import, the document will be converted to a TIFF. Office documents that can be captured include *.doc, *.docx, *.xls, *.xlsx, and *.ppt.



1) Usability

Usability is a cornerstone to our solution. All applications leverage the similar look / feel of the Microsoft Office system. If users are trained on Microsoft Office, user adoption usually only takes minutes not the days or weeks commonly required to learn a new application.



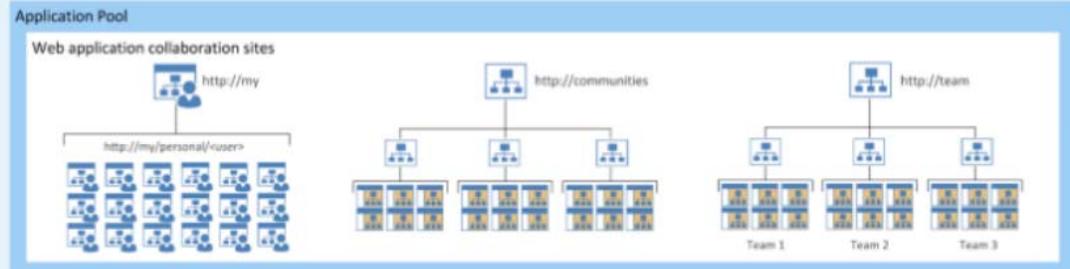
2) Security.

SharePoint 2013 provides a robust topology and security model that meets this requirement. Please see the info below for more details.



Logical architecture

Sites



Saving and synchronizing content

When deployed, a user's My Site document library is the default location for files that Microsoft Office 2013 client applications save. A discovery service identifies the URL of the user's My Site and offers it as the default location in addition to other locations available for saving files. This promotes the concept of storing files in the document library of a user's My Site where items can be managed, governed, shared, and moved. This helps reduce the amount of content that other systems, such as email or personal drives, store.

Community sites

A new site template named Community Sites offers a forum experience to categorize and cultivate discussions with a broad group of people across organizations within a company. You can deploy a stand-alone community (shown). Or, you can activate community features on any site, which provides the core Community Site pages, moderation, membership, and reputation functionality within the existing site without creating a separate Community Site.

Service applications

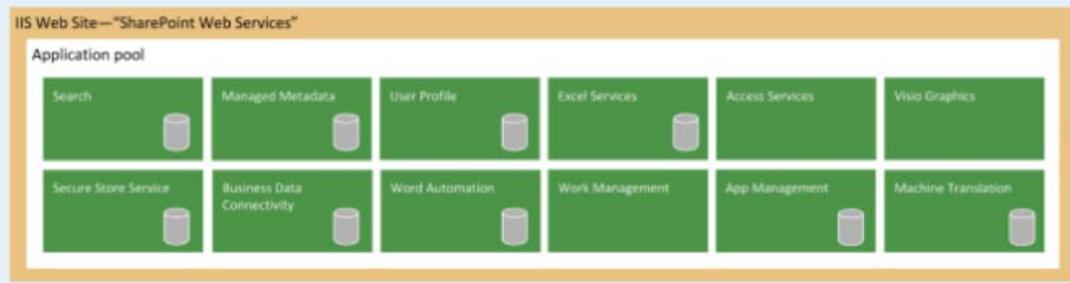


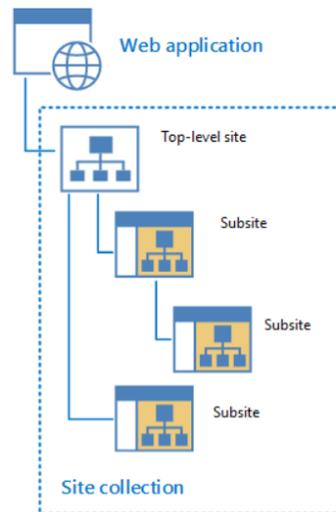
Image Source: <http://zoom.it/ekDF#full>

Sources: <http://technet.microsoft.com/en-us/library/cc263199.aspx>

The KnowledgeLake ECM Solution leverages SharePoint security and as such will directly support the State's enterprise Active Directory. KnowledgeLake Imaging respects the security permissions of SharePoint 2013. SharePoint security can be applied to any of the following taxonomy structures: Site Collection, Site, Library, Folder or individual document level. Document Classes or Content Type can be mapped to those structures as part of the initial system setup and the inherited permissions would follow that taxonomy.



Figure: Structure of a site collection in SharePoint 2013



- SharePoint 2013 provides audit logging capabilities which can be enabled at the site collection level. The audit report will outline what action was taken by a person on an item stored within SharePoint.
- Using PowerShell commands or a custom .NET application it is possible to generate security reports that identify what access a user has to content. Some 3rd party solutions are also available for generating security access reports.
- Access denied events are captured in the IIS event log. Parsing the logs can provide a list of resources that were attempted to be accessed by a user but denied due to permissions.
- SharePoint has the ability to integrate with many different authentication solutions including ones that support Windows, Forms and SAML Token.
- Forms based authentication can support sources such as:
 - Active Directory
 - Database (such as SQL using the .NET SQL membership and role provider)
 - LDAP
 - Custom developed authentication provider
- SAML token-based authentication in SharePoint 2013 uses the SAML 1.1 protocol and the WS-Federation Passive Requestor Profile (WS-F PRP).
- According to the FortiAuthenticator product features sheet outlined on the Fortinet web site: “Standards-based secure authentication which works in conjunction with FortiTokens to deliver secure two-factor authentication to any third-party device capable of authentication via RADIUS or LDAP”. Since SharePoint 2013 can be configured to work with LDAP sources it should be compatible with FortiAuthenticator.

3) The ability to support eDiscovery requests.

The eDiscovery functionality in SharePoint Server 2013 includes the following capability:

- A site collection from which you can perform eDiscovery queries across multiple SharePoint farms and Exchange servers and preserve the items that are discovered.



- In-place preservation of Exchange mailboxes and SharePoint sites — including SharePoint list items and SharePoint pages — while still allowing users to work with site content.
- Support for searching and exporting content from file shares.
- The ability to export discovered content from Exchange Server 2013 and SharePoint Server 2013.

SharePoint eDiscovery Center

SharePoint Server 2013 introduces a new site for managing discovery cases and holds. The *eDiscovery Center* site template creates a portal through which you can access discovery cases to conduct searches, place content on hold, and export content. For each case, you create a new site that uses the *eDiscovery Casesite* template. Each case is a collaboration site that includes a document library which you can use to store documents related to the management of the case. In addition, you can associate the following things with each case:

- **Sources:** Exchange mailboxes, SharePoint sites, or file shares from which content can be discovered.
- **eDiscovery sets:** Combinations of sources, filters, and whether to preserve content. eDiscovery sets are used to identify and preserve content.
- **Queries:** The search criteria, such as author, date range, and free-text terms, and the scope of the search. Queries are used to identify content to export.
- **Exports:** A list of all of the exports that were produced that relate to the case.

When there is a new need for discovery — for example, a legal case or an audit — a user who has appropriate permissions can create a new case, create eDiscovery sets to identify the specific material to be located, and then preserve the sites and mailboxes in which content was discovered. The user can then create queries to further refine the content that is relevant, preview the content, and export the content. When the case is closed, all of the holds associated with the case are released.

SharePoint in-place holds

In SharePoint Server 2013, content that is put on hold is preserved, but users can still change it. The state of the content at the time of preservation is recorded. If a user changes the content or even deletes it, the original, preserved version is still available. Regular users see the current version of the content; compliance officers who have permissions to use the eDiscovery features of SharePoint Server 2013 can access the original, preserved version.

In-place holds in SharePoint Server 2013 offer improvements to the hold functionality in earlier versions of SharePoint Server. Improvements include the following:

- Documents, list items, pages, and Exchange Server 2013 mailboxes can be preserved.
- Preservation is done at the level of a site. Preserving a site preserves the contents of the site.
- Users can continue to work with content that is preserved. The content remains in the same location, and users can edit, delete, and add new content.
- A user who has permissions to perform eDiscovery can access the original version of preserved content.
- You do not have to preserve a whole site or mailbox. You can specify a query filter to define the scope of preservation, and preserve only the content that matches the query filter.



SharePoint eDiscovery export

In SharePoint Server 2013, you can export the results of an eDiscovery search for later import into a review tool. You can export all of the content that is associated with an eDiscovery case. This includes the following:

- **Documents:** Documents are exported from file shares. Documents and their versions are exported from SharePoint Server 2013.
- **Lists:** If a list item was included in the eDiscovery query results, the complete list is exported as a comma-separated values (.csv) file.
- **Pages:** SharePoint pages, such as wiki pages or blogs, are exported as MIME HTML (.mht) files.
- **Exchange objects:** Items in an Exchange Server 2013 mailbox, such as tasks, calendar entries, contacts, email messages, and attachments, are exported as a .pst file.

An XML manifest that complies with the Electronic Discovery Reference Model (EDRM) specification provides an overview of the exported information.

Enterprise-wide eDiscovery

In SharePoint Server 2013, you can centrally manage eDiscovery across multiple SharePoint farms, Exchange servers, and file shares. From one eDiscovery Center, you can do the following:

- Create a case, define a query, and then search SharePoint Server 2013, Exchange Server 2013, and file shares throughout the enterprise for content that matches the query.
- Export all of the content that was identified.
- Preserve items in place in SharePoint Server 2013 or Exchange Server 2013.
- Track statistics related to the case.

To implement eDiscovery across the enterprise, you configure SharePoint Server 2013 Search to crawl all file shares and websites that contain discoverable content, and configure the central Search service application to include results from Exchange Server 2013. Any content from SharePoint Server 2013, Exchange Server 2013, or a file share or website that is indexed by Search or by Exchange Server 2013 can be discovered from the eDiscovery Center.

4) Records Management.

In SharePoint Server 2013 you can manage records in an archive, or you can manage records in the same document repository as active documents. By using the SharePoint Server 2013 in-place approach, when you declare that a document has become a record, the record remains in place, but SharePoint Server 2013 now manages it as a record. For example, a document might get a different retention policy when it is declared to be a record, or users might be unable to edit it. A hybrid approach is also possible. For example, you could keep records in place with active documents for two years, and then move records to a records archive when a project is completed.

Microsoft SharePoint Server 2013 supports robust information management policies. An information management policy is a set of rules for a type of content. Each rule in a policy is a policy feature. For example, an information management policy feature could specify how long a type of content should be retained, or it could provide document auditing. Information management policies enable you to control who can access your organizational information, what they can do with it, and how long the information should be retained.



Additional information can be found in this article: <http://technet.microsoft.com/en-us/library/cc262490.aspx>



Pricing Overview

It is virtually impossible to provide pricing for 5000 users because without a business analysis it is not evident what modules are needed. For a large implementation like this, KL is also willing to negotiate an enterprise licensing scam designed specifically for the State of Montana. If you were to deploy 5000 named users of the Imaging for SharePoint, the GSA price would possibly be in this range which would include an Imaging CAL and a connect CAL for each user.

KL Software					
Standard Maintenance	Unit Cost	QTY	Total Cost	Maint.	
Imaging for SharePoint (PRO) per WFE	\$ 18,735.00	1	\$ 18,735.00	\$ 4,398.90	
Imaging for SharePoint (PRO) per WFE	\$ 7,515.30	1	\$ 7,515.30	\$ 1,758.90	
KnowledgeLake Experience User CAL	\$ 280.17	99	\$ 27,736.83	\$ 6,512.22	
KnowledgeLake Experience User CAL +100	\$ 233.32	400	\$ 93,328.00	\$ 21,912.00	
KnowledgeLake Experience User CAL +500	\$ 210.83	500	\$ 105,415.00	\$ 24,750.00	
KnowledgeLake Experience User CAL +1000 (5000 total)	\$ 182.72	4001	\$ 731,062.72	\$ 171,642.90	
			\$ -	\$ -	
			\$ -	\$ -	
KL Software Subtotal			\$ 983,792.85	\$ 230,974.92	

KL provides several different licensing structures. Some modules are server based and only require that they be licensed for a server which all users with a user CAL can access. User CALs for Imaging Users, can be purchased as either a, per user CAL or concurrent CAL. Connect Users and Unify Users can only be purchased in per user CALs. Below is the tiered GSA pricing model for the end user licensing of the Imaging for SharePoint Interface, Connect Interface, Unify LOB integration and KL Experience Licenses;

GSA Item Number	Description	Price
DPS32S5078	Imaging Users - Concurrent CAL	\$449.97/ea
DPS32S5079	Imaging Users - Concurrent CAL (qty 100 to 499)	\$393.55/ea
DPS32S5080	Imaging Users - Concurrent CAL (qty 500 to 999)	\$344.83/ea
DPS32S5081	Imaging Users - Concurrent CAL (qty 1,000+)	\$301.72/ea
DPS32S5082	Imaging Users - User CAL	\$149.92/ea
DPS32S5087	Imaging Users - User CAL (qty 100 to 499)	\$131.18/ea
DPS32S5088	Imaging Users - User CAL (qty 500 to 999)	\$112.44/ea
DPS32S5089	Imaging Users - User CAL (qty 1,000+)	\$93.70/ea
DPS32S5083	KnowledgeLake Experience User Cal	280.17/ea
DPS32S5084	KnowledgeLake Experience User Cal +100	233.32/ea
DPS32S5085	KnowledgeLake Experience User Cal +500	210.83/ea
DPS32S5086	KnowledgeLake Experience User Cal +1000	182.72/ea
DPS32S5094	Connect	\$182.72/ea
DPS32S5095	Connect (quantity 100 to 499)	\$146.18/ea
DPS32S5096	Connect (quantity 500 to 999)	\$109.63/ea
DPS32S5097	Connect (1000+ users)	\$73.09/ea
DPS32S5142	KnowledgeLake Unify (includes 5 seats)	\$2,342.57



DPS32S5143	KnowledgeLake Unify (qty 6 to 10)	\$370.13/ea
DPS32S5144	KnowledgeLake Unify (qty 11 to 49)	\$276.42/ea
DPS32S5145	KnowledgeLake Unify (qty 50+)	\$182.72/ea

**This is perpetual based licensing.

Maintenance pricing is:

- 22% of List Price for Standard Annual Maintenance
- 34% of List Price for Premium Annual Maintenance

****This pricing does not include SharePoint License CAL costs or MS SQL CALs that may be required.**

This pricing is based on the KnowledgeLake GSA pricing contract and is guaranteed for the term of the GSA contract (March 2016).

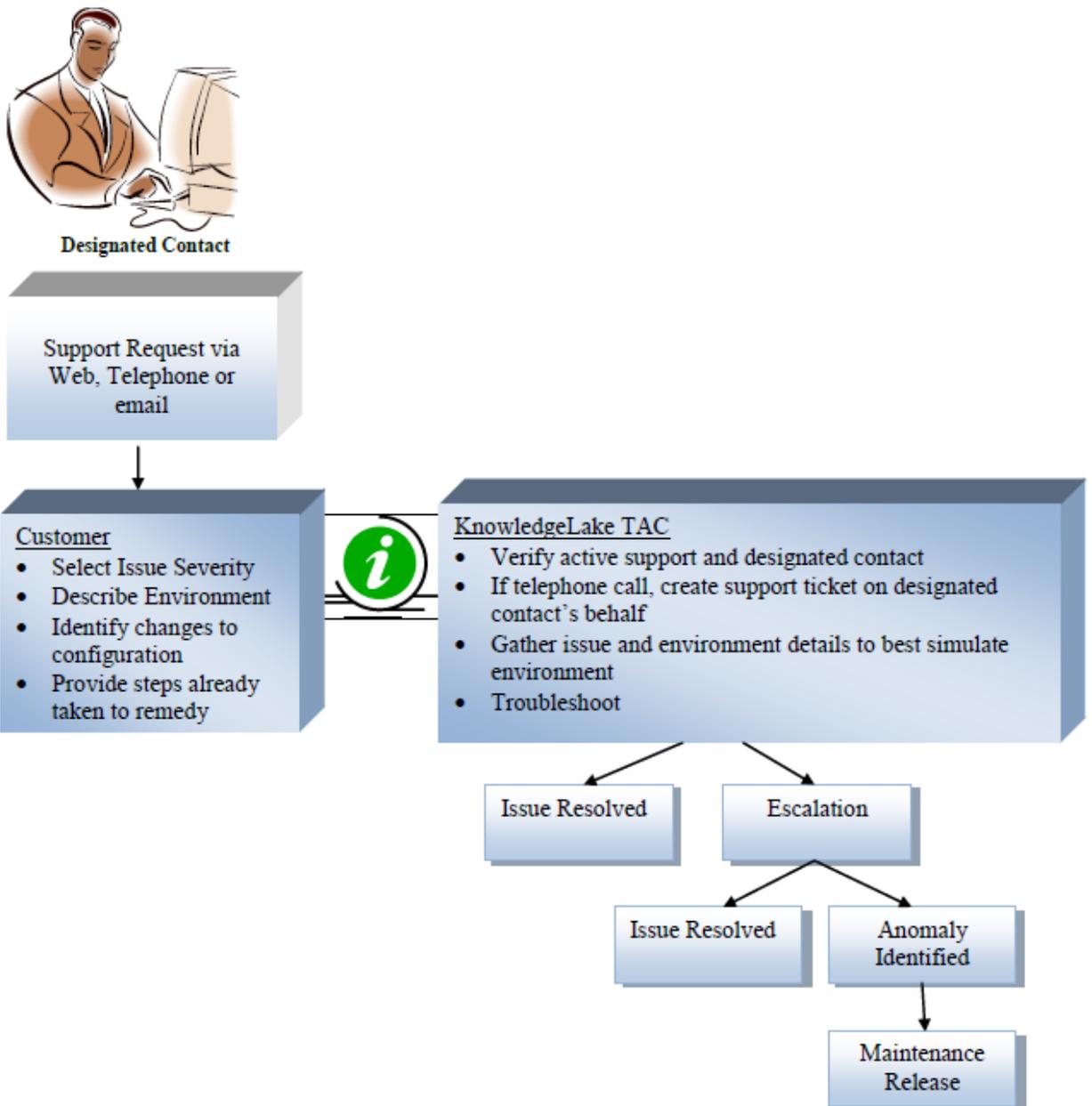
TECHNICAL SUPPORT SERVICE LEVEL AGREEMENT OPTIONS

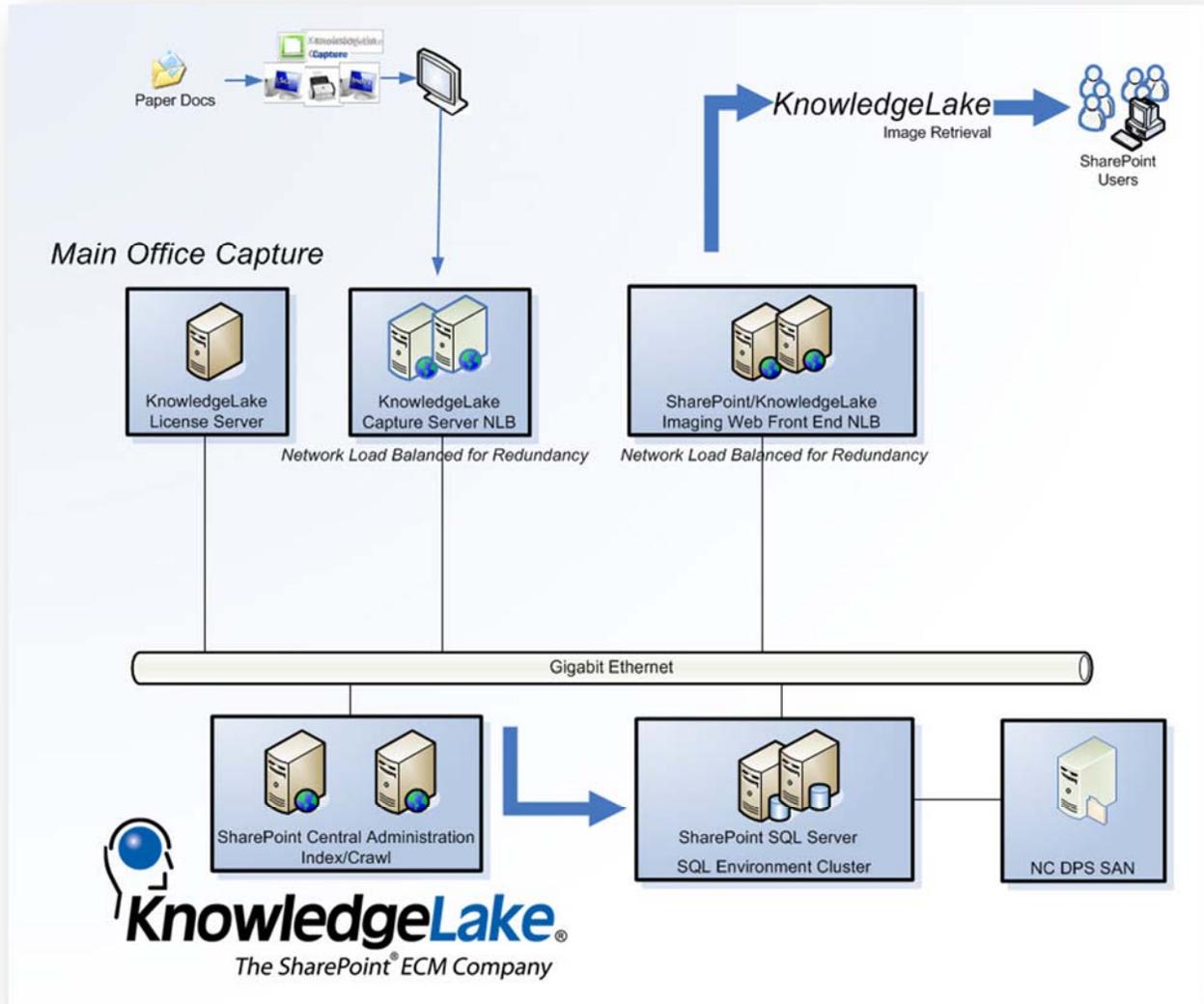
KnowledgeLake agrees to use commercially reasonable efforts to respond to *Customer* inquiries based on the SLA and severity of the issue as follows:

	Standard	Premium
Hours of Coverage	Monday – Friday 8:00 a.m. – 5:00 p.m. Central Standard Time <i>Excluding published holidays</i>	Sunday - Sunday 24 x 7
Support Channel	Web and Phone	Web and Phone Emergency Phone Number initiation during non- business hours.
Number of Cases	Unlimited	Unlimited
Initial and Ongoing Response Time		
High Severity	4 business hours	2 hours
Medium Severity	6 business hours	4 hours
Low Severity	1 business day	1 business day
Low (All Other Requests)	1 business day	1 business day



TECHNICAL SERVICE FLOW CHART







Addendum A – IL DOT

KnowledgeLake Customer Solution Case Study



**Illinois Department
of Transportation**

Customer: Illinois Department of Transportation

Website: www.dot.il.gov

Customer Size: 5,000+ employees

Country or Region: United States

Industry: Government

Customer Profile

The Illinois Department of Transportation (IDOT) is responsible for state-maintained public roadways throughout Illinois. It also provides funding for rail, public transit, and airport projects, and administers fuel tax and federal funding to local jurisdictions. IDOT is based in the state capitol of Springfield and has nine district offices.

Partner

KnowledgeLake

(888) 898-0555

www.knowledgelake.com

KnowledgeLake develops document imaging, document capture, and workflow products and solutions for Microsoft SharePoint. KnowledgeLake extends the Electronic Content Management (ECM) capabilities of SharePoint so businesses can reduce mailing costs, streamline operations, and achieve regulatory compliance using familiar Microsoft products.

Software

- KnowledgeLake Imaging for SharePoint
- KnowledgeLake Capture
- KnowledgeLake Connect
- Microsoft SharePoint

State Agency Uses Enterprise Content Management Solution to Cut Costs, Save Time

“After the KnowledgeLake solution was deployed for processing vouchers, we began experiencing huge savings in terms of fewer employee hours needed.”

Mark Kinkade, Chief Information Officer, Illinois Department of Transportation

The need to better manage documents for a federally funded infrastructure program led the Illinois Department of Transportation (IDOT) to find a more efficient way to manage and disseminate extensive volumes of documents. After deploying a KnowledgeLake enterprise content management solution, IDOT has cut costs in document management procedures and is saving on employee hours by streamlining important internal processes.

Business Needs

Effectively managing huge volumes of enterprise documents is always a challenge for most organizations. When the Illinois Department of Transportation (IDOT) received federal funding for infrastructure improvements through the American Recovery and Reinvestment Act (ARRA), it began looking for a solution that could help manage the related influx of documents.

The standard procedure for ARRA-funded projects is to require auditor access to files associated with stimulus projects to ensure compliance and transparency. The IDOT IT department was given the responsibility to implement an effective and efficient

solution that could help manage the thousands of paper documents that would be generated by the initiative, and to create a system in which information could be quickly and easily located for reporting, auditing, and other related activities.

“We needed an enterprise solution that could quickly process and decipher volumes of vital information, with the flexibility and compatibility to use other programs and tasks across the organization,” said Mark Kinkade, Chief Information Officer for IDOT’s IT department.

The department considered a number of proposals from various vendors,

focusing on proposals that incorporated vital components such as price, features, integration and other necessities.

Solution

IDOT found the solution it needed with KnowledgeLake's enterprise content management (ECM) software, including KnowledgeLake Imaging for SharePoint, KnowledgeLake Capture, and KnowledgeLake Connect.

"We looked to Microsoft for a solution that would integrate tightly with our SharePoint system, and KnowledgeLake was a strong candidate," says Kinkade. "It provided the features the department needed, including imaging, scanning functionality, quick retrieval of documents on the intranet, and support for setting up workflows. And it was much more reasonably priced than its competition."

The initial use for the KnowledgeLake ECM solution was the ARRA projects. The KnowledgeLake solution helped the department with scanning documents associated with the project and then linking them directly with the appropriate SharePoint repositories.

With the success of that deployment, IDOT rolled out the KnowledgeLake solution to assist with one of the agency's biggest ongoing needs—managing invoices for vendors. In the past, vendor invoice management involved a complex and time-consuming process of receiving invoices—known as "vouchers"—at regional offices, creating photocopies, and then sending paper documents to a central location in Springfield. The documents would remain there until they could be manually processed by staff.

With the KnowledgeLake ECM solution, up to 2,000 vouchers are now scanned daily using high-speed Fujitsu fi6130 workgroup scanners at the regional offices. During the scanning process, employees pull up a vendor's information from a mainframe database, ensure that identifying account numbers and other information are correct, and then scan the document. The KnowledgeLake software automatically adds metadata to the documents, which are then instantly sent into a SharePoint folder where they are easy to locate and retrieve.

Benefits

The KnowledgeLake ECM software has helped IDOT dramatically improve vital internal processes, delivering speed, efficiency and cost savings. Implementing the KnowledgeLake ECM solution has increased savings through reduced labor when processing vouchers. It is easy for employees to ensure accuracy of information when documents are processed. And the tight integration of the KnowledgeLake products with other IT system components is helping IDOT turn its initial efforts into solutions that can be used across the enterprise.

Savings through Reduced Labor

The biggest impact of the ECM solution has been experienced in the voucher processing.

"After the KnowledgeLake solution was deployed for processing vouchers, we began seeing huge savings in terms of fewer employee hours needed," says Kinkade. "In addition, we're now saving more documents that used to be discarded because the old process made

it too time consuming to deal with them."

Accuracy of Information

The KnowledgeLake solution helps ensure accuracy of information. For example, when processing vouchers, employees simply check a screen with data from the mainframe, and then make sure a document about to be scanned has the right metadata attached.

"The process is simplified and there are very few errors," said one IDOT technical manager. "Not only are documents available to view almost immediately on the intranet, but we also don't have to worry about the accuracy of information."

A True Enterprise Solution

The success of the KnowledgeLake ECM solution has led IDOT to gradually roll out similar initiatives to other agency departments.

"We've implemented multiple case tracking systems using the KnowledgeLake products and Microsoft SharePoint for various offices and bureaus throughout the department," says Kinkade. "Now, instead of keeping hard copies of documents, employees have electronic files that are much easier to store and access. Furthermore, the offices that have implemented case tracking using KnowledgeLake and SharePoint can better manage their workloads. There are huge savings all around."



Addendum B – KY Housing



Microsoft Government Customer Solution Case Study



Agency Uses ECM Solution to Provide Safe, Quality, Affordable Housing to Families

Overview

Country or Region: United States

Industry: Government agency

Customer Profile

Kentucky Housing Corporation (KHC) strives to provide safe, quality, affordable housing to families throughout the state.

Business Situation

KHC wanted to increase its operational efficiency by deploying a content management system that would handle diverse documentation and deliver greater security for sensitive data.

Solution

KHC deployed an electronic document management solution from KnowledgeLake to give staff easier access to information and to help ensure an increased level of protection for sensitive information.

Benefits

- Improved efficiency
- Easily accessible, more secure data
- Greater flexibility, reduced costs

“Going with a Microsoft-based solution, we were able to take advantage of technologies that we already use, making it easier for our staff to adopt this new solution.”

Rick Boggs, CIO, Kentucky Housing Corporation

Kentucky Housing Corporation (KHC) was created in 1972 to help struggling Kentucky families find a home. Working with a diverse set of partners across the state, such as lenders, nonprofit housing providers, builders, developers, Realtors, and government agencies, KHC strives to create affordable housing opportunities through an array of programs and services. As part of an effort to improve the delivery of its services, KHC needed a low-cost, easy-to-implement alternative to its existing document processing systems. KHC worked with KnowledgeLake to deploy an Enterprise Content Management (ECM) system based on Microsoft Office SharePoint Server. The ECM system helps KHC staff capture, store, and search important documents.



Microsoft[®]



“One of the appealing aspects of this imaging system is its use of SharePoint Server. The ability to integrate SharePoint with other well-known applications ... enables our users to feel instantly familiar with the solution, helping to achieve adoption.”

Jennifer Redden, Director of Application Development, Kentucky Housing Corporation

Situation

Kentucky Housing Corporation (KHC) has a 38-year history as a leader in affordable housing. Since its creation in 1972, KHC has made homeownership possible for more than 82,000 Kentucky households—many who would not have been able to find safe, quality, affordable housing without the help of this agency.

A self-supporting, public corporation of the Commonwealth of Kentucky, KHC is administratively attached to the state Finance and Administration Cabinet. Operating funds come partly from the interest earned through the sale of tax-exempt mortgage revenue bonds and also through fees received for administering federal programs. In addition to helping people purchase homes, KHC provides rental assistance to more than 27,000 low-income Kentucky households, housing production financing, homeownership education and counseling, housing rehabilitation, and supportive housing for special needs populations.

To pull all this together, KHC works with many partners across the state, such as lenders, government agencies, non-profit housing providers, builders, real estate agents, community organizations, and developers. Together, they create affordable housing opportunities through an array of programs and services all designed to address needs ranging from homelessness to home-buying.

“The key to KHC’s outstanding history as a leader in affordable housing is our dedicated and diverse staff. We continue to look for ways to enhance our programs and our delivery of services,” says Rick Boggs, CIO of Kentucky Housing Corporation.

Improving the delivery of services is no small task given the continual growth of

the organization and the ever-increasing volumes of both paper-based and electronic documentation. KHC needed a low-cost, low-risk, easy-to-implement alternative to its existing document processing systems—and one that would enable a quick return on investment.

Solution

To help address these challenges, KHC turned to Microsoft Gold Certified Partner KnowledgeLake, a provider of document imaging and capture software for Enterprise Content Management (ECM) solutions based on Microsoft Office SharePoint Server. “Going with a Microsoft-based solution, we were able to take advantage of technologies that we already use, making it easier for our staff to adopt this new solution,” says Boggs.

Working with KnowledgeLake, KHC deployed an ECM solution based on KnowledgeLake Imaging for SharePoint, Capture, and Connect software for SharePoint. Together, these products provide a content management system that easily captures, stores, and searches documents, regardless of whether they are received as paper copies or electronic information received through e-mail or fax.

The following are included in the KnowledgeLake product suite:

- KnowledgeLake Imaging for SharePoint is extensible server software that extends SharePoint Server into a high-volume production-imaging system.
- KnowledgeLake Capture is used to scan and save documents to SharePoint Server using networked devices. KHC uses the barcode-reading functionality in the Capture software to separate documents and populate index values, as well as to capture documents from



“The ability to connect to our other databases for column validations, auto-population of fields, and list boxes will increase our efficiency and productivity.”

Jennifer Redden, Director of Application Development, Kentucky Housing Corporation

legacy computer systems and from faxed loan documents.

- KnowledgeLake Connect helps KHC staff scan, index, search, and store documents from inside line-of-business applications, including Microsoft Office Word documents and Office Outlook e-mail messages.

By building on Office SharePoint Server, KHC ensured the extensibility of the solution. SharePoint Server provides a single, unified environment that integrates into KHC’s existing infrastructure and takes advantage of users’ familiarity with other products in the Microsoft Office system.

According to Jennifer Redden, Director of Application Development for Kentucky Housing Corporation, “We reviewed several products before choosing KnowledgeLake Imaging for SharePoint. One of the appealing aspects of this imaging system was its use of SharePoint Server. The ability to integrate SharePoint with other well-known applications, like those in the Microsoft Office system and Windows Internet Explorer, enables our users to feel instantly familiar with the solution, helping to achieve adoption.”

In addition, KHC uses Microsoft SQL Server data management software to store data from structured, semi-structured, and unstructured documents directly within the database. SQL Server provides the high levels of security and reliability that are needed to store sensitive information regarding housing loans and finances.

Benefits

With its ECM solution, KHC staff can now process loans and applications with greater efficiency, enabling the agency to better serve the housing needs of Kentucky families.

Improved Efficiency

When KHC receives paper-based or faxed loan documents, staff members scan them, and the scanned images are then indexed into the KnowledgeLake application, which adds custom metadata tags, such as loan numbers, tenant identification number, and client last name. Additional document search and retrieval capabilities also help staff retrieve and view loan information with more efficiency.

The scanned documents are stored in Microsoft SQL Server and accessed through Office SharePoint Server. Documents received electronically are augmented with metadata tags and stored directly in the system to facilitate search.

Easily Accessible, More Secure Data

With the move from paper-based files to digital data, KHC can be sure that users are always working from the most current information. “We like that the KnowledgeLake document viewer requires no installation or add-ins, which will reduce the amount of time necessary to implement this solution across the Corporation,” says Redden.

The ECM solution helps KHC employees find, assist with, and deliver greater security for sensitive data. “By using barcodes and adding automated indexing, we will be more efficient and productive,” Redden says.

Greater Flexibility, Reduced Costs

With flexible search options, KHC can manipulate data quickly and easily for reporting and planning purposes. “The ability to connect to our other databases for column validations, auto-population of fields, and list boxes will increase our efficiency and productivity,” says Redden.



For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers in the United States and Canada who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

www.microsoft.com

For more information about KnowledgeLake products and services, visit the Web site at:

www.knowledgelake.com

For more information about Kentucky Housing Corporation products and services, visit the Web site at:

www.kyhousing.org

KHC expects to save money because the cost of handling electronic files is less than the cost of filing, storing, and retrieving paper-based files.

Microsoft Government

Microsoft applications, solutions, and services help to empower public servants and government employees to share critical information and serve their constituents more efficiently.

For more information about Microsoft Government please go to:

www.microsoft.com/slq

Software and Services

- Microsoft Office
 - Microsoft Office SharePoint Server 2007
- Microsoft Server Product Portfolio
 - Microsoft SQL Server

Partners

- KnowledgeLake



Addendum C – Tyson Foods



KnowledgeLake Customer Solution Case Study



Tyson Foods, Inc.

Customer: Tyson Foods
Website: www.tysonfoods.com
Customer Size: 115,000 employees
Country or Region: United States
Industry: Manufacturing - Food processing
Partner: KnowledgeLake

Customer Profile

Tyson Foods is one of the world's largest providers of protein products. The Fortune 500 company is headquartered in Springdale, Arkansas.

Partner

KnowledgeLake
(888) 898-0555
www.knowledgelake.com
KnowledgeLake develops document imaging, document capture, and workflow products and solutions for Microsoft SharePoint. KnowledgeLake extends the Electronic Content Management (ECM) capabilities of SharePoint, enabling businesses to reduce mailing costs, streamline operations, and achieve regulatory compliance using familiar Microsoft products.

Software and Services

- KnowledgeLake Imaging for SharePoint
- KnowledgeLake Capture
- KnowledgeLake Connect
- Microsoft SharePoint Server 2010

Tyson Foods Enhances Information Access with New Enterprise Content Management System

"With KnowledgeLake and SharePoint Server 2010, we have an enterprise content management solution that, overall, costs 60 to 70 percent less than our previous solution."

Rebecca Wilson, Project Leader, Productivity Management Group, Tyson Foods

Tyson Foods has a huge and growing collection of electronic documents that are used to run the food-processing giant's everyday operations. To increase productivity and make workflows run more smoothly, Tyson deployed KnowledgeLake enterprise content management (ECM) products that work with Microsoft SharePoint Server 2010. The result is a faster, more reliable ECM system than what the company had in the past, allowing an international workforce to be more productive in their daily tasks.

Business Needs

Tyson Foods is one of the world's largest manufacturers of processed food products, including chicken, beef, and pork. The Arkansas-based Fortune 500 company has about 115,000 employees working out of more than 300 facilities worldwide.

The Tyson Foods workforce includes approximately 15,000 information workers who deal with a huge and ever-growing repository of documents and data used to develop and market hundreds of products and process millions of transactions annually. A lot of the information they work with began as paper documents that were digitized and ported into

Documentum, a document management system from EMC. Over the years, the Documentum platform began losing its value to Tyson Foods.

"We were not happy with our Documentum system due to the amount of time and resources that were required to support it," says Rebecca Wilson, Project Leader for the Productivity Management Group at Tyson Foods. "There was increasing management overhead, annual maintenance costs, and upgrade difficulties. We also had to develop custom code every time we needed to deliver the Documentum-based solution to a new group within the company, an activity that

required the dedicated resources of a specialist. And we did not feel like we had a strong partnership with EMC.”

These issues led to a situation where Tyson Foods could only deploy the Documentum solution to about one-third of the information workers who could benefit from it. The company felt it needed to find a better solution.

Solution

Tyson Foods, working with Hitachi Consulting, deployed a new enterprise content management (ECM) solution using KnowledgeLake products. These include KnowledgeLake Imaging for SharePoint, a highly scalable and comprehensive ECM solution that helps Tyson employees to quickly and efficiently search, view, secure, route, and annotate electronic content.

The company is also using KnowledgeLake Capture for SharePoint, which manages the high-volume capture of scanned documents and expedites the delivery of documents that are scanned at remote offices, where Tyson employees may experience limited or unreliable connectivity. Tyson is also using KnowledgeLake Connect, which lets employees save and index content from any desktop software, such as Microsoft Office applications or Adobe Acrobat.

The KnowledgeLake solution works in concert with Microsoft SharePoint Server 2010, the newest version of the Microsoft enterprise collaboration software. Tyson Foods has used Microsoft SharePoint technologies since the mid-1990s. Based on that experience, the company felt it was an excellent candidate for enterprise-scale document management solution. “And we felt that KnowledgeLake fit very well into the SharePoint infrastructure,” says Wilson.

Tyson Foods runs SharePoint Server 2010 on a cluster of 16 Windows Server 2008 R2 Standard-based servers, five of which are hosting an image database based on Microsoft SQL Server 2008 Enterprise and dedicated to content produced by the KnowledgeLake ECM products.

Benefits

With the KnowledgeLake and SharePoint solution in place, Tyson Foods has a fast, efficient enterprise content management solution that is providing immediate benefits and can serve the company effectively in the future. The solution is cost-effective and takes fewer people to support than the Documentum system. It is highly stable, so employees can access electronic documents whenever they are needed. It is also easier than in the past to deploy custom configurations of the ECM solution to specific groups.

Cost-effective, Easily Supported Solution

The KnowledgeLake ECM solution running on SharePoint Server 2010 has proven to be far more cost-effective and easier to support than the old ECM system. “With KnowledgeLake and SharePoint Server 2010, we have an enterprise content management solution that, overall, costs 60 to 70 percent less than our previous solution,” says Wilson. “Plus, running KnowledgeLake on SharePoint Server 2010 requires less support. We now use an equivalent of half a full-time employee, whereas in the past it took two full-time employees to operate the Documentum system.”

Before deciding to move Image management from Documentum to Microsoft SharePoint Server 2010 Tyson

Foods wanted to address some key concerns. These concerns included the way SharePoint Server 2010 handles disaster recovery, its ability to scale to manage the rising volume of document images at Tyson Foods, and the products support for close integration with SAP. Tyson Foods uses SAP as its corporate enterprise resource planning (ERP) solution and requires interfaces between that products accounting, Human resources, export and manufacturing components and image management.

Stable System, with Documents Always Available

Wilson notes that the KnowledgeLake and SharePoint Server 2010 combination is highly reliable. That’s critical for a very large, international company where people need to access documents around the clock—and where their productivity is impeded when they cannot get to documents needed for their work. “For the first seven months after initial deployment, we had only one instance of unplanned downtime,” she says. “That compares to the previous solution where we had weekly issues that hampered productivity.”

Custom Configurations Easy to Deploy

In such a large company, various departments and divisions will have different needs for specific ECM features. Wilson says the KnowledgeLake and SharePoint Server 2010 solution is easy to modify. “With Documentum, coding was required for almost any customization, but with SharePoint Server 2010 and KnowledgeLake, customization is more of a configuration task,” she says. “So it’s easier to respond to users who need tweaking of the input or search function, for example, to help them become more productive.”



Addendum D - ECM Migration – White Paper

KnowledgeLake ECM Migration

Migrate Your Legacy Content to SharePoint[®]

ECM Migration Overview

The demand for migrations from legacy Enterprise Content Management (ECM) systems is rapidly growing as the Microsoft SharePoint platform is becoming a standard for organizations that are seeking to maintain a centralized repository and are taking advantage of their existing technology investment in SharePoint. KnowledgeLake is the leading expert on migrating content from legacy ECM systems to SharePoint. KnowledgeLake follows a structured migration process that is proven and reliable. Included in this process is an ECM Migration Utility that was developed by our Enterprise Solutions Group for products such as: IBM's FileNet, Xerox's DocuShare, Hyland's OnBase, EMC Documentum's ApplicationXtender and other legacy systems. The KnowledgeLake migration process and utility ensures that all content is migrated and tracked for auditing purposes.

KnowledgeLake's ECM Migration Utility

The ECM Migration Utility facilitates the orderly migration of documents (including index data) from legacy platforms. The utility provides the following:

- Facilitates the orderly migration of documents and index data from legacy platforms into SharePoint.
- Provides detailed auditing and validation for "each" migrated document.
- Provides facility to "scrub" data and transform content file types.
- Maps legacy data to SharePoint taxonomy.
- Process based Activities to allow for custom configuration

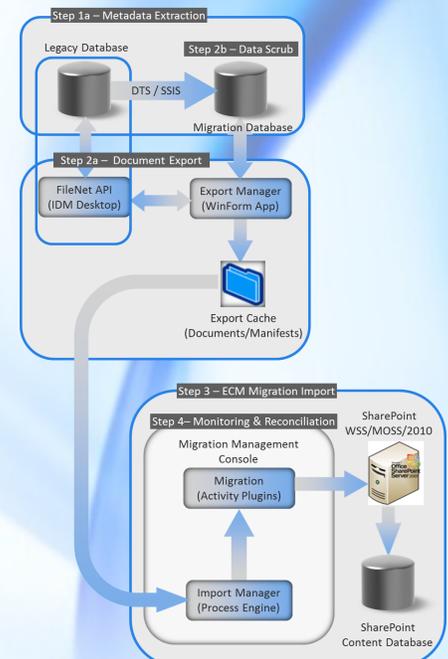
Why Use KnowledgeLake Professional Services?

KnowledgeLake knows that your ECM content is vital to the success of your business. Let our ECM experts handle your migration so that you don't have to. Here are some key benefits for using KnowledgeLake Professional Services:

- We have a migration tool that is already developed and customer proven. This will save time and money by not having to develop and test your own migration tool.
- KnowledgeLake Professional Services group has experts that specialize in the migration of legacy content to SharePoint.
- We follow a standard proven process that includes: Planning & Validation, Migration Design & Analysis, SharePoint Consultation, Installation & Taxonomy Configuration, Content Migration and Acceptance Testing.

ECM Migration Highlights

- ◆ Migrate all documents or a subset based on user-defined criteria
- ◆ Robust export process to support virtually any document repository
- ◆ Support may document types, annotation and COLD documents
- ◆ Scrubbing and manipulation of data prior to import
- ◆ Multi-threaded export & import capable
- ◆ Centralized Migration database configuration; Scalable & Multi-Server capable
- ◆ Progress Monitor Interface to show session progress
- ◆ Built-in audit, tracking & validation capabilities at document level





Addendum E - KnowledgeLake Technical Support Policy



Technical Support Policy



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INTRODUCTION

The Policy (“*TECHNICAL SUPPORT POLICY*”) is intended to identify the features and define the processes involved with KnowledgeLake’s (*KL*) delivery of various *Support* functions to Technical Support Customers (*Customer*) for all products purchased and licensed from *KnowledgeLake*.

MISSION STATEMENT

KnowledgeLake Technical Support (KTS) is committed to building strategic relationships with *KnowledgeLake* customers by providing consistent, dependable, high-quality, measurable services that effectively utilize *KnowledgeLake*’s products to meet our customer’s document imaging and workflow objectives.

TECHNICAL SUPPORT GENERAL PROCESS

KnowledgeLake KTS utilizes a multitier support model for *Problem Resolution*. When initial contact with KTS is made, a Technical Assistance Center (*TAC*) Team Member will validate all contract information and gather details relevant to the question or issue. A unique *Service Request* (SR) number will be assigned and delivered to the *Customer Designated Contact*, either verbally, via Web request, or via email. This SR number will be used to track any given issue from initial contact to final *Problem Resolution*.

If appropriate, an issue will be reproduced in the *KnowledgeLake* Test Lab. Additional testing and problem duplication may take place in a network laboratory environment. Further investigation, including additional troubleshooting or debugging activity may be required. Based on the results of the Test Lab investigation, an issue may be resolved, or, if an anomaly is identified, elevated to the appropriate *KnowledgeLake* Team for final *Problem Resolution*.

TECHNICAL SUPPORT DEFINED

Subject to the specifications of the *TECHNICAL SUPPORT POLICY*, *Customer* will be entitled to access *KnowledgeLake Support* via telephone, Web, and email request. The *TAC* is a telephone, Web, and email request handling service staffed by *KnowledgeLake Support* personnel providing assistance with diagnosis and resolution of defects and/or failures in *KnowledgeLake* products to conform to *KnowledgeLake* published documentation when the products are installed and operated according to *KnowledgeLake Software* specifications. *TAC* access is intended to supplement the *Customer* Senior Technical Staff in accordance with [CUSTOMER OBLIGATIONS](#).

KnowledgeLake agrees to provide *Support*, where appropriate, to *Customer*, which can include but is not limited to the following actions:

- . Receive technical questions
- . Analyze the technical questions and provide answers to *Customer*
- . Provide assistance in answering questions that may arise concerning the operation and use of licensed product that cannot be resolved by *Customer*

Support does not include the following items or actions:

- . Step-by-step installation of Software or Service Packs
- . Onsite services, Professional Services, or Educational Services
- . Ad-hoc training in lieu of attending *KnowledgeLake* training classes
- . More than Best Effort level support for Imaging Server and Capture Server issues when those products are not installed by certified *KnowledgeLake* installers.
- . Modification of software base code, custom code, security policy configuration, audits, or security design

- . Support or troubleshooting of base SharePoint installation. Our software *requires* a SharePoint environment which adheres to all Microsoft guidelines. We cannot be responsible for troubleshooting customer's SharePoint installation unless that environment was installed by Certified KnowledgeLake Installers.
- . Software Development Kit
- . Support of persons using trial versions of our software without software purchase and paid maintenance contract

DEFINITIONS

The definitions, which are set forth below in italics, apply to this Policy:

Activation Date	The date a License Key is registered for activation of <i>Software</i> within the <i>KnowledgeLake</i> activation server.
Best Effort Support	Category of support which will be announced with 1 year notice and means that KnowledgeLake will do our very best to support these legacy products, but operating systems, hardware and general environmental changes make it more difficult to do so in a timely fashion and may occasionally result in our inability to do so without a product upgrade. KnowledgeLake Imaging Server and Capture Server when NOT installed by a Certified KnowledgeLake Installer will automatically result in a Best Effort Support level. If customer's reported issues cannot be reproduced in KnowledgeLake test lab environment, customer may be obligated to engage Professional Services for support of non-certified installations at the current hourly Professional Service rate.
Business Hours	Monday – Friday 8:00 a.m. – 5:00 p.m. Central Standard Time, excluding published holidays.
Certified KnowledgeLake Installers	KnowledgeLake Professional Services staff or certified installation partners of KnowledgeLake. A certified KnowledgeLake installer has accomplished the following: 1) Holds either MCTS: MCTS: SharePoint 2010 or higher Administration– Configuration certification 2) Successfully completed KnowledgeLake Administration training 3) Completes initial installation of Imaging Server and Capture Server with another certified KnowledgeLake installer.
Designated Contact	Person associated with Customer who has successfully completed KnowledgeLake training and has a valid, current login in the KnowledgeLake support web site.
Enhancements	All <i>Software</i> changes, including new releases, new versions, product improvements, system modifications, updates, upgrades, Service Packs, Feature Packs, and field modifications.
Error	An <i>Error</i> in the product, which degrades the product as defined by the <i>Severity</i> definitions, as compared to <i>KnowledgeLake</i> published functionality and performance specifications.
Extended Support	Technical Support that is required periodically outside of normal business hours. An Extended Support engagement must be coordinated 24 hours in advance and customer agrees to pay the current hourly consultant rate. This level of support also requires that customer is in good standing with maintenance fees. A typical example of an Extended Support engagement would be a software upgrade or significant configuration change.
Fix(ed)	The repair or replacement of object or executable code versions of product to remedy an <i>Error</i> .
Information	Any idea, data, program, technical, business, or other intangible information, however conveyed.
Intellectual Property	Patents, copyrights, trademarks, and/or trade secrets whose owners have rights at law or in equity to exclude others from exploiting such property.

Level 1 Support	Ability to provide general post-sales product information; hardware and software configuration; questions on upgrade <i>Support</i> ; collect relevant technical problem identification information; perform base problem determination; provide basic <i>Support</i> on the standard protocols and features. This level of support is included in both Standard and Premium Software Maintenance.
Level 2 Support	Ability to provide <i>Level 1 Support</i> plus the ability to resolve the majority of misconfigurations, troubleshoot and simulate complex configuration, hardware, and software problems; support problem isolation and determination of product specification defects; provide lab simulation and interoperability and compatibility testing for new software and hardware releases prior to being deployed into a Customer production network; define an action plan; provide advanced <i>Support</i> on all protocols and features; have the ability to analyze traces, diagnose problems remotely, and provide <i>KnowledgeLake</i> with complete steps to reproduce a problem. This level of support is included in both Standard and Premium Software Maintenance.
Level 3 Support	Ability to provide <i>Level 1</i> and <i>Level 2 Support</i> plus the ability to provide software enhancements such as patches and Hotfixes, fixing or generating workarounds that address software bugs; troubleshoot bugs that were not diagnosed during <i>Level 2 Support</i> ; work with Customers to resolve critical situations; and building action plans with Customers to address complex issues. This level of support is included in both Standard and Premium Software Maintenance.
License Key	Key provided by <i>KnowledgeLake</i> , which activates the <i>Software</i> and enables the <i>Software</i> to operate.
Major Release	A release of a piece of software which is not merely a revision or a bug fix release but which contains substantial changes (e.g., an overhaul of the interface, change in compatibility).
Maintenance Release	Also known as a hotfix, and labeled by the revision portion of the release attributes. Maintenance releases do not provide any new functionality, only fixes to the previous versions.
Minor Release	A release of a piece of software which provides enhancements to a Major release and fixes bugs in previous Major, Minor and Maintenance releases.
Premium Support	Technical Support Coverage on a 24x7 basis available to qualifying customers. 24x7 support is only available to qualifying customers with an active premium support contract in place.
Problem Resolution	The use of reasonable commercial efforts to resolve the reported problem by the following methods: <ul style="list-style-type: none"> a. The reported <i>Error</i> is corrected by reinstalling the <i>Software</i>; or b. A solution has been generated in the form of a tested Hotfix or a new image that corrects the <i>Error</i> without causing major additional problems, the solution was delivered to <i>Customer</i>, was successfully installed, the solution has worked, and the <i>Service Request</i> was closed; or c. An <i>Error</i> and its cause has been identified, however, a correction was not generated because <i>Customer</i> and <i>KnowledgeLake</i> have agreed that a preliminary analysis of the correction indicates that a Hotfix may cause unknown and/or serious regressions or subsequent problems due to constraints in the design and/or implementation of the affected <i>Software</i>; or d. <i>Customer</i> and <i>KnowledgeLake</i> agree that the <i>Software</i> conforms to design specifications and need not be changed; or e. The <i>Software</i> conforms to design specifications and <i>Customer</i> and <i>KnowledgeLake</i> jointly agree that the <i>Error</i> will be treated as a request for new features, functionality, or enhancement and will be considered for future implementation according to the <i>KnowledgeLake</i> development schedule; or

- f. The *Software* conforms to design specifications and will not be changed, but the *Error* exists in the documentation and the appropriate documentation will be corrected and/or clarified; or
- g. The *Error* has only occurred once and *Customer* agrees that adequate time and effort has been expended and that the *Error* could not be reproduced; or
- h. A workaround is delivered to and accepted by *Customer* as a final solution and the *Service Request* is closed; or
- i. *Customer* and *KnowledgeLake* agree that *KnowledgeLake* will correct the *Error* in a future release of the *Software* when *Customer* and *KnowledgeLake* have determined that the *Error* cannot be economically or feasibly resolved and requires a redesign of the product or rewrite of the segment of code or image; or
- j. *Customer* and *KnowledgeLake* jointly concur that further effort is not warranted; or
- k. *Customer* and *KnowledgeLake* agree that the *Software* does not cause the *Error*

Respond	Addressing the initial request and taking ownership of the issue.
Response Time	The amount of time elapsed between the initial contact by <i>Customer</i> to <i>KnowledgeLake TAC</i> and the returned response to <i>Customer</i> by <i>KnowledgeLake Technical Support</i> staff.
Service Request	A single issue opened with <i>KnowledgeLake Technical Support</i> . The ticket number assigned via a web support request identifies the <i>Service Request</i> . Support requested via the telephone will result in TAC opening a support ticket on <i>Customer's</i> behalf.
High Severity Error	An <i>Error</i> isolated to <i>Software</i> that renders product inoperative or causes the product to fail catastrophically; e.g., major system impact, system down. A reported defect in the licensed product, which cannot be reasonably circumvented, in which there is an emergency condition that significantly restricts the use of the licensed product to perform necessary business functions. Inability to use the licensed product or a critical impact on operations requiring an immediate solution.
Medium Severity Error	An <i>Error</i> isolated to <i>Software</i> that substantially degrades the performance of the product or materially restricts business; e.g., moderate system impact, system hanging. This classification is a reported defect in the licensed product, which restricts the use of one or more features of the licensed product to perform necessary business functions but does not completely restrict use of the licensed product. Ability to use the licensed product, but an important function is not available and operations are severely impacted.
Low Severity Error	An <i>Error</i> isolated to <i>Software</i> that causes only a minor impact on the use of the product; e.g., minor system impact, performance/operational impact. The severity level three defect is a reported defect in the licensed product that restricts the use of one or more features of the licensed product to perform necessary business functions. The defect can be easily circumvented. The <i>Error</i> can cause some functional restrictions, but it does not have a critical or severe impact on operations.
Low (All Other Requests)	A reported anomaly in the licensed product that does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions. This is a minor problem and is not significant to operation. An anomaly may be easily circumvented or may need to be submitted to <i>KnowledgeLake Research and Development</i> as a request for enhancement.
Remote Access	During a technical support engagement, customer must be willing to participate in a session where the <i>KnowledgeLake Technical Support</i> staff is provided full access to customer's problematic machine (desktop or server) for troubleshooting purposes. <i>KnowledgeLake</i> prefers Go To Meeting but will consider other options if customer prefers. If customer is not able to grant remote access to <i>KnowledgeLake Technical Support</i> staff, resolution time will be greatly impacted and may require that customer engages Professional Services staff for an onsite visit agreeing to pay the current Professional Services hourly rate.
Software	The object code version of the intangible information constituting one or more computer or apparatus programs and the informational content of such programs, together with any

documentation supplied in conjunction with, and supplementing such programs, the foregoing being provided to *Customer* by way of electronic transmission or by being fixed in media furnished to *Customer*.

Software Maintenance Yearly fee that provides access to modifications, corrections, and/or updates to *Software*; including Hotfixes, Service Packs, Feature Packs, and/or Major upgrades, provided to *Customer* by way of electronic download via support website. Current *Software Maintenance* is a prerequisite for all *Customer Support Contracts*. *Support Maintenance* shall consist of two services (1) technical support from 8:00 a.m. – 5:00 p.m. CST/CDT, Monday through Friday during normal business days and (2) the right for Licensee to receive all new releases of the *Software*. These releases are intended to correct errors, support new releases of the operating systems with which the *Software* is designed to operate, add significant functional capability, and support new input/output devices, or provide other incidental updates and corrections.

Electing to not renew maintenance by the due date will result in loss of access to KnowledgeLake's Support Portal and telephone support and the inability to upgrade any KnowledgeLake products. To regain access to support, all back maintenance plus a 25% reinstatement fee will be required. Please contact the KnowledgeLake Accounting department at 888.898.0555 if you have any questions regarding this matter. In addition, a nominal fee may be assessed if a non-maintenance customer's product activation key requires adjustment to accommodate a reinstall.

When software releases enter "Best Effort Support" category, customer will be notified with 1 year notice and it means that we will do our very best to support these legacy products, but operating systems, hardware and general environmental changes make it more difficult to do so in a timely fashion and may occasionally result in our inability to do so without a product upgrade. Support purchased shall commence on the date that Licensee is in receipts of the *Software*. Support may be renewed annually at the option of the parties.

TAC Technical Assistance Center is a telephone, Web, and email request handling service staffed by *KnowledgeLake Support* personnel providing assistance with diagnosis and resolution of defects and/or failures in *KnowledgeLake* products to conform to *KnowledgeLake* published documentation when the products are installed and operated according to *KnowledgeLake Software* specifications.

Workaround A change in the followed procedures or data to avoid error without substantially impairing use of the product.

CONTACTING TECHNICAL SUPPORT BY WEB REQUEST

URL: <http://support.knowledgelake.com>

To access the Web request, *Customer's Designated Contact* must log into the support site and select the 'Submit a Ticket' link located on the home page. Complete the request form with all of the appropriate information about your issue and submit the request. You will automatically be assigned a Ticket Number associated with your *Service Request*. Failure to provide all requested information may hinder *KnowledgeLake* in its ability to bring resolution to an issue in a timely fashion.

CONTACTING TECHNICAL SUPPORT BY TELEPHONE

1-888-898-0555 for Technical Support customers.

An Automatic Call Distribution System (ACD) will prompt you to make selections. At the prompts, please select appropriate options for your organization.

At this point, you will be directed to a TAC Team Member. You will be asked for your email address registered with your organization's User Center Account and you will be verified as a *Designated Contact*. After this, the TAC Team Member will create a *Service Request* on *Customer's* behalf.

CONTACTING TECHNICAL SUPPORT BY EMAIL

KnowledgeLake does not recommend opening a *Service Request* via email. All requests should be opened in accordance with [CONTACTING TECHNICAL SUPPORT BY WEB REQUEST](#) or [CONTACTING TECHNICAL SUPPORT BY TELEPHONE](#). If you must submit a *Service Request* via email, please email techsupport@knowledgelake.com.

Correspondence on an open *Service Request* may be made via email, as long as the *Customer Designated Contact* writes a reply to emails received from the *KnowledgeLake TAC*.

PLEASE NOTE: If you do not receive an email reply acknowledging receipt of your email correspondence within two (2) hours, you should assume that the email link is down and proceed to make a voice call to the TAC.

TECHNICAL SUPPORT SERVICE LEVEL AGREEMENT OPTIONS

KnowledgeLake agrees to use commercially reasonable efforts to respond to *Customer* inquires based on the SLA and severity of the issue as follows:

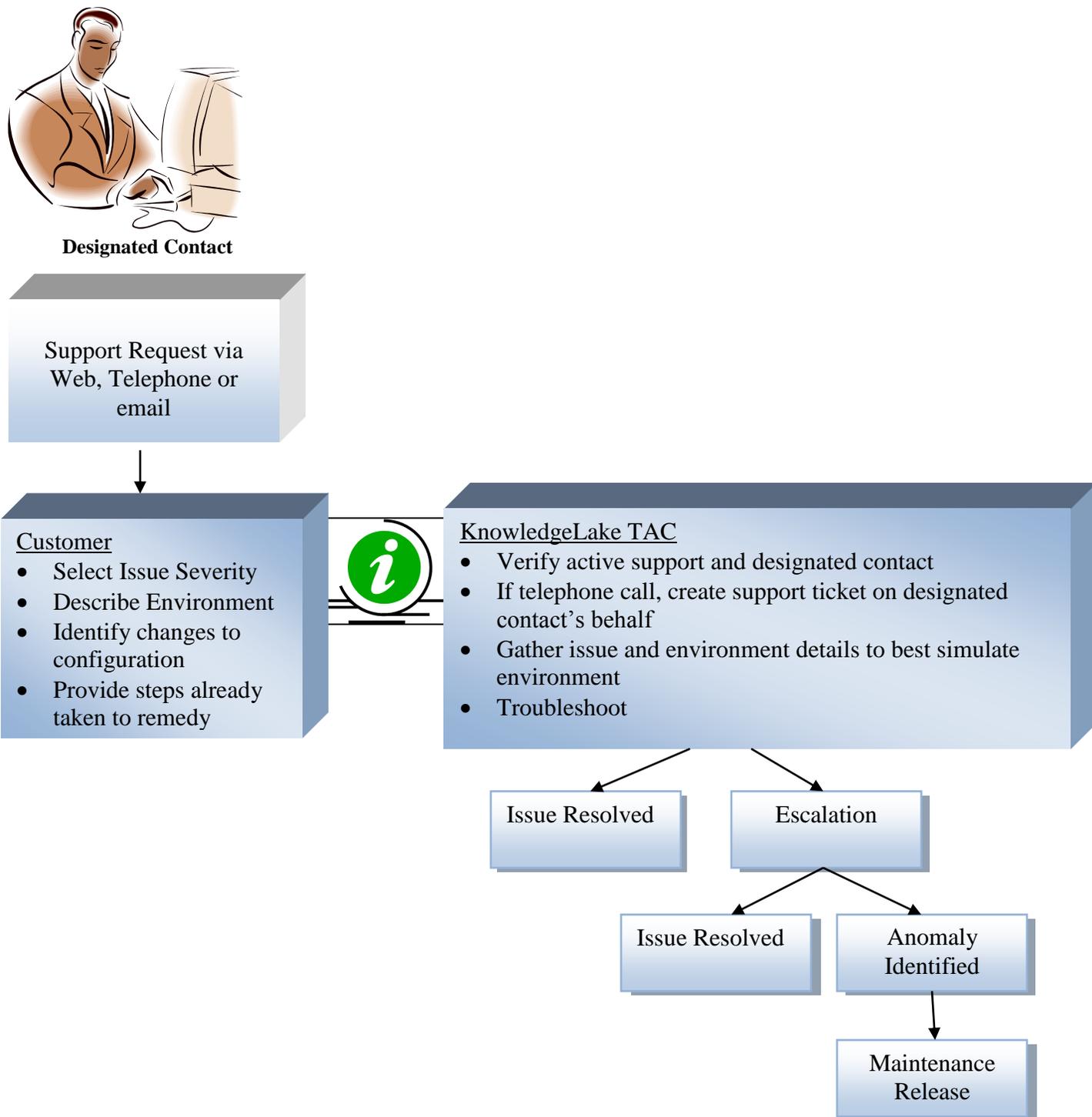
	Standard	Extended	Premium
Hours of Coverage	Monday – Friday 8:00 a.m. – 5:00 p.m. Central Standard Time <i>Excluding published holidays</i>	Sunday - Sunday 24x7 On-Call scenario during non-business hours <i>Excluding published holidays</i> Include support outside of normal business hours when coordinated 24 hours in advance and customer agrees to pay current hourly consultant rate with one hour minimum charge even if Support team is not engaged.	Sunday - Sunday 24 x 7
Support Channel	Web and Phone	Web and Phone Emergency phone number will also be provided.	Web and Phone Emergency Phone Number initiation during non-business hours.
Number of Cases	Unlimited	Unlimited	Unlimited
Initial and Ongoing			

Response Time			
High Severity	4 business hours	2 business hours	2 hours
Medium Severity	6 business hours	4 business hours	4 hours
Low Severity	1 business day	6 business hours	1 business day
Low (All Other Requests)	1 business day	6 business hours	1 business day

SERVICE REQUEST CLOSURE

KnowledgeLake agrees to use commercially reasonable efforts to work with the *Customer* for *Problem Resolution* for an issue in accordance with the specifications of this *TECHNICAL SUPPORT POLICY*. Timely efforts must be made by all parties involved. If communication from *Customer* ceases without notice, after five (5) business days, *KnowledgeLake* may, upon notice, close a *Service Request* due to inactivity on the part of the *Customer*. A *Service Request* may be reopened within thirty (30) consecutive days of closure. Once a *Service Request* is closed for 30 consecutive days, this issue will be considered permanently closed, and it cannot be reopened. If further work is necessary, a new *Service Request* will be opened, and all pertinent materials may need to be resubmitted before work can continue.

TECHNICAL SERVICE FLOW CHART



ACCESS TO SOFTWARE MAINTENANCE DELIVERABLES

Designated Contact is entitled to access the restricted *KnowledgeLake* Download Section. This access is restricted for the sole use of the *Customer's Designated Contacts*. *Software Maintenance* includes software product upgrades, Feature Packs, Service Packs, and Hotfixes for the contract term. Major Releases, Service Packs, Feature Packs and Hotfixes are conveniently available for electronic download.

<http://support.knowledgelake.com>

SOFTWARE VERSIONS COVERED

KnowledgeLake will provide *Support* for the current *Major Release* and the *Maintenance Release* of the *KnowledgeLake Software*. *KnowledgeLake* agrees to use reasonable commercial efforts in providing *Customer* with telephone, Web, and email request assistance for all of the *Software* versions covered. *KnowledgeLake TAC* team members may refer *Customer* to *Maintenance*, *Minor*, and/ or *Major Release* to resolve an issue.

MAJOR, MINOR AND MAINTENANCE RELEASES

Maintenance Releases (also known as a Hotfix) are created to resolve specific *Software* anomalies or to resolve specific configuration issues. If a Hotfix is for general release, it will be published in the Download section of the *KnowledgeLake* Support Services Web page.

Minor Releases are released periodically to introduce new functionality to the existing software and may also include general software updates.

Major Releases are released less frequently not merely as a revision or a bug fix release but which contains substantial changes (e.g., an overhaul of the interface, change in compatibility).

<http://support.knowledgelake.com>

Current software maintenance is required in order to obtain and install major, maintenance and minor releases for specific *KnowledgeLake* products.

ESCALATION

Some work items (especially those associated with critical situations) may need to be expedited. When this becomes the case, *Customer* will notify *KnowledgeLake* of the critical situation and *KnowledgeLake* will agree to work with *Customer* on providing the appropriate solution for each critical situation. If appropriate, *Customer* can also contact the Service Account Coordinator.

If *KnowledgeLake* determines that sufficient information has been provided by *Customer* and the escalation is accepted, work on resolving the escalation begins in accordance to *KnowledgeLake* standard business practices. *KnowledgeLake* will provide an action plan to *Customer*. Each action plan should include the following information:

- 1 Problems statement, including early evaluation of possible resolution
- 2 Confirmation, when possible, that *KnowledgeLake* can reproduce the problem
- 3 Problem status
- 4 Actions required
- 5 Who needs to perform the actions (where "who" may refer to *KnowledgeLake*, *Customer* assets, other vendors, etc. It does not necessarily require the identification of a specific person)
- 6 Projected date for resolution (when possible)

INTERNAL KNOWLEDGE LAKE ESCALATION PROCESS

When an issue needs internal escalation, an issue receives a combination of increasing levels of engineering expertise and higher levels of management.

Once an issue is internally determined to be receiving the appropriate level of engineering and managerial attention in accordance with *KnowledgeLake* standard business practice then that issue need not be escalated to a higher resource level until the severity of the issue increases or progress toward resolution ceases or is unduly delayed.

MANAGER ESCALATION PROCEDURE

Regardless of the total elapsed time of an outstanding *Service Request*, the point of escalation is initiated at the engineering level, escalated to the Team Lead(s), followed by Manager(s) of the Support and/or Development teams.

Should an issue require managerial attention, any Technical Services team member will, upon request from the *Customer*, connect *Customer* to a manager directly. The formal manager escalation path for all *KnowledgeLake* office locations is as follows:

1. Technical Lead(s)
 - Technical Support Lead
2. Manager(s)
 - Support Team Manager
 - Development Manager

If the *Customer* does not feel that the issue is moving forward in an appropriate timeframe to closure, the first action should be to call the *TAC* and speak with a *TAC* Team Member.

CUSTOMER OBLIGATIONS

Customer agrees to the following:

- 1 *Customer* agrees that contact with *KnowledgeLake* Technical Support will be through the specified *Designated Contacts*.
- 2 *Customer* agrees to limit *Designated Contacts* to a maximum of two.
- 3 *Customer* agrees the *Designated Contacts* have successfully completed *KnowledgeLake* training.

NAMED DESIGNATED CONTACTS

KnowledgeLake requires that *Designated Contacts* be identified in the *KnowledgeLake* User Center with person-specific email addresses.

- 1 It is important to know and authenticate with whom *KnowledgeLake* is working. Person-specific email addresses assist in identifying valid contacts
- 2 *Designated Contacts* are named contacts within the *Customer* User Center Account
- 3 *Designated Contacts* have successfully completed *KnowledgeLake* training
- 4 Access to *Software* downloads is a deliverable to *Designated Contacts*

NONCONFORMANCE

If *Customer* is unable to complete, or requires assistance in, the diagnosis of a reported problem, then *KnowledgeLake* can aid *Customer* to perform a diagnosis. If *KnowledgeLake* determines the problem is due to nonconformance to published specifications of a *Software* version, or another substantial *KnowledgeLake*-related problem, then *KnowledgeLake* shall provide any *Software* fix for the reported nonconformance that may be available at the time the problem is reported. If there is no such available fix, *KnowledgeLake* shall use reasonable commercial efforts to remedy such nonconformance, which may include a *workaround* or other temporary fix to the *Software*. If a *workaround* or other temporary fix to the *Software* is provided, *KnowledgeLake* shall make reasonable commercial efforts to include it in a subsequent *Software* updates.

REPORTING NON-KNOWLEDGELAKE ERRORS TO CUSTOMER

Upon working the *Service Request* in normal processes and with appropriate management review, if at that point *KnowledgeLake* believes that a problem reported by *Customer* may not be due to an error in the product, *KnowledgeLake* will so notify *Customer*. At that time, *Customer* may (1) instruct *KnowledgeLake* to proceed with problem determination at its possible expense as set forth herein or (2) instruct *KnowledgeLake* that *Customer* does not wish the problem pursued at its possible expense. If *Customer* requests that *KnowledgeLake* proceed with problem determination at its possible expense and *KnowledgeLake* determines that the error was not due to the error in the product, *Customer* shall pay *KnowledgeLake*, at the *KnowledgeLake* then-current standard consulting rates, for all work performed in connection with such determination, plus reasonable related expenses incurred therewith. *Customer* shall not be liable for:

- 1 Problem determination or repair to the extent problems are due to anomalies in the *KnowledgeLake* product
- or
- 2 Work performed after *Customer* has notified *KnowledgeLake* that it no longer wishes problem determination to be continued at its possible expense (such notice shall be deemed given when actually received by *KnowledgeLake*). If *Customer* instructs *KnowledgeLake* that it does not wish the problem pursued at its possible expense or such determination requires effort in excess of *Customer* instructions, *KnowledgeLake* may, at its sole discretion, investigate the anomaly with no liability therefore

PARTNER CHANNEL

The support determination for customers of *KnowledgeLake* partners is maintenance recipient. If customer pays software maintenance to Partner, then Partner is responsible for supporting customer. If customer pays software maintenance to *KnowledgeLake*, then *KnowledgeLake* is responsible for supporting customer.

EXCLUSIONS

KnowledgeLake shall have no obligation to *Support*:

- 1 Altered, damaged, or modified product or any portion of the product incorporated with or into other *Software* not specifically approved by *KnowledgeLake*;
 - 2 Product that is not the current *Major Release* or *Maintenance Release*;
 - 3 Custom code components added to Product
 - 4 Product problems caused by *Customer* negligence, misuse, or misapplication, use of product other than as specified in the *KnowledgeLake* user manual, or in any other causes beyond the control of *KnowledgeLake*;
- or
- 5 Product installed on any computer hardware that is not supported by *KnowledgeLake*;
 - 6 Product not purchased from the *KnowledgeLake* Price List

KnowledgeLake shall have no obligation to *Support Customer* if:

- 1 *Customer* annual maintenance has expired without renewal
- 2 *Customer* has not named a *Designation Contact* who has successfully completed KnowledgeLake training.
- 3 *Customer* who has not attended KnowledgeLake training
- 4 *Customer* is paying software maintenance exclusively to a KnowledgeLake Partner.

OFFICE LOCATIONS

Worldwide Headquarters: **KnowledgeLake, Inc.** 6 CityPlace, Suite 500, St. Louis, MO 63141

Main Tel: 888-898-0555 Main Fax 314-898-0501

KnowledgeLake Web Site: <http://www.knowledgelake.com>

Technical Support Web site: <http://support.knowledgelake.com>

KNOWLEDGELAKE 2013 HOLIDAYS

January 1	New Year
March 29	Easter
May 27	Memorial Day
July 4-5	Independence Day
September 2	Labor Day
November 28-29	Thanksgiving
December 23-25	Christmas



Addendum F - KnowledgeLake End User License Agreement



3 City Place Dr., Suite 700
 St. Louis, MO 63141
 Phone: (314) 898-0500
 Fax: (314) 898-0501

END-USER SOFTWARE LICENSE AGREEMENT

THIS END-USER SOFTWARE LICENSE AGREEMENT (the "**Agreement**") is made and entered into this [] day of [], 2013 by and between KnowledgeLake, Inc. ("**KnowledgeLake**"), a Missouri corporation, and [], a [nature of entity, e.g., corporation or limited liability company] organized under the laws of the state of [state] having offices at [city], [state] ("**Licensee**").

WITNESSETH

WHEREAS, KnowledgeLake has the right to license and distribute certain computer software for document imaging described in the Price Quotation set forth in Exhibit A attached hereto, or otherwise made applicable to this Agreement, as well as the user manuals and other documents accompanying such software (collectively, the "**Software**"); and

WHEREAS, Licensee desires to acquire from KnowledgeLake, and KnowledgeLake desires to grant to Licensee, a limited, non-exclusive, non-transferable license to utilize the Software, on the terms and subject to the conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual promises and covenants set forth herein and for other good and valuable consideration, the receipt, sufficiency and adequacy of which are mutually acknowledged by each party, it is agreed as follows:

1. Definitions.

For purposes of this Agreement:

- (a) "**Affiliates**" mean each organization controlled by or controlling Licensee, and each organization controlled by each such controlling organization, where control shall mean ownership of more than fifty percent in respect of capital or voting rights.
- (b) "**CAL**" means a client (or end user) access license. The number of clients or end users permitted to access the Software to utilize its functionality may be limited pursuant to the terms of the Price Quotation applicable to the Agreement. Typically, KnowledgeLake grants client access licenses in the following ways: by "**User CAL**," in which licenses are limited by the name of specific users; by "**Concurrent CAL**," in which licenses are limited by the number of concurrent users; and by "**Unlimited CAL**," in which the number of licenses are unlimited.
- (c) "**CPU**" (central processing unit) means a single physical processor which is installed into or addressed by a physical or logical server. For the purposes of this Agreement, a processor containing more than one core is still considered a single processor. It is common for one server to contain or address multiple CPUs.
- (d) "**Desktop**" means a device (e.g., personal computer) containing one or more CPUs that is not utilized as a Server but by which one or more end users access the

Software to utilize its functionality. The number of Desktops may be governed and limited pursuant to the terms of the Price Quotation applicable to the Agreement.

- (e) **“Device”** means a multi-functioning device (“MFD”), Scanner, fax server or other network file location.
- (f) **“Release Date”** means the date that KnowledgeLake notifies Licensee by email or other form of communication that the Software is available to be accessed and downloaded by Licensee. On the Release Date, KnowledgeLake will release to Licensee a key granting access to the Software.
- (g) **“Scanner”** means a hardware device used for image capturing. Most scanners that conform to TWAIN and ISIS specifications are compatible with the Software but, because scanners are subject to frequent specification changes, KnowledgeLake cannot warrant scanner compatibility.
- (h) **“Server”** means a single installation of the server operating system software and may be either a logical or physical device. For purposes of this Agreement, a physical hardware device that runs multiple instances of operating system software is considered to be multiple servers.

2. Grant of License.

(a) Subject to the terms and conditions of this Agreement, KnowledgeLake hereby grants to Licensee:

- (i) a limited, non-exclusive, non-transferable license to use the Software, in machine-readable object code, solely for the internal business purposes of Licensee and its Affiliates on any Desktop, Device or Server now or hereafter owned, leased or otherwise used by Licensee or its Affiliates; and
- (ii) the right to make (1) copy of the Software, solely for archival or backup purposes.

(b) Licensee's rights under this Agreement may be limited to the number of Desktops, Devices, Servers and CALs specified in the Price Quotation applicable to this Agreement.

(c) Licensee shall make no use of the Software that is greater than or different from the use set forth in the Price Quotation applicable to this Agreement. KnowledgeLake, at its discretion, shall have the right to audit Licensee's use and distribution of the Software to ensure Licensee's compliance with the terms of this Agreement. KnowledgeLake shall have the right to have an independent audit firm conduct such audit. The costs of the audit will be paid solely by KnowledgeLake unless the audit reveals that a substantial additional license or support fee is due (as determined by KnowledgeLake in its sole discretion), in which case Licensee shall promptly reimburse KnowledgeLake for all expenses incurred in performing the audit. Any use of the Software that exceeds the license granted hereunder will result in an additional license and support fee being due and, at KnowledgeLake's discretion, constitute a basis for termination of the Agreement for material breach.

(d) Licensee shall at all times be responsible for its Affiliates' and permitted independent contractors' full compliance with this Agreement.

3. Covenants of Licensee.

During the term of this Agreement:

(a) Licensee shall: (i) adopt and enforce such internal policies, procedures and monitoring mechanisms as are reasonably necessary to ensure that the Software is used only in accordance

with the terms of this Agreement and (ii) take all steps necessary to ensure that no person or entity will have unauthorized access to the Software.

(b) Licensee shall not: (i) assign, sublicense, lease, encumber or otherwise transfer or attempt to transfer the Software or any portion thereof, other than in accordance with Section 15 hereof; (ii) permit any third party (except an Affiliate or independent contractor who is not a competitor of KnowledgeLake and who agrees in writing to abide by the terms of this Agreement) to use or have access to the Software, whether by timesharing, networking (except as expressly permitted hereunder) or any other means; (iii) modify, translate, reverse engineer, decompile or disassemble the Software, other than to the extent KnowledgeLake is required by law to permit Licensee to do so; (iv) possess or use the Software or any portion thereof, other than in machine readable object code; (v) make any copies of the Software, other than as permitted by Section 2 hereof; (vi) remove any copyright, trademark, patent or other proprietary notices or markings from the Software or any portion thereof; or (vii) create any derivative work thereof.

(c) If Licensee has licensed the "Invoices" software module, the use of such module is limited, on a rolling 12 month period basis, to processing during each 12 month period following the Release Date the number of invoices the parties have agreed upon in the Price Quotation applicable to this Agreement and/or the specifications for such module. In addition, if Licensee has licensed the "Documents" module, the use of such module is limited to processing the number of documents/pages the parties have agreed upon in the Price Quotation applicable to this Agreement and/or the specifications for such module.

4. Intellectual Property.

Licensee acknowledges and agrees that KnowledgeLake or its licensors have and will retain all right, title, interest and ownership in and to the Software and any copies or updates of the Software. Licensee acknowledges that the Software constitutes proprietary information and trade secrets of KnowledgeLake and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent. Licensee shall maintain all information and data contained in the Software or any portion thereof in strict confidence and shall not publish, communicate or disclose, or permit to be published, communicated or disclosed, to third parties (other than Affiliates and permitted independent contractors) such information and data without KnowledgeLake's prior written consent. Licensee agrees to take all appropriate steps to ensure that persons having access to the Software shall refrain from any unauthorized reproduction or disclosure of the Software or any portion thereof.

5. License and Support Fee.

(a) As consideration for the license granted to Licensee hereunder, Licensee shall pay to KnowledgeLake the license fee specified in the Price Quotation applicable to this Agreement. The license fee shall be paid to KnowledgeLake within 30 days after the date of KnowledgeLake's invoice therefor. If Licensee is acquiring Software pursuant to a perpetual license, KnowledgeLake shall invoice Licensee for the entire license fee on or about the Release Date. If Licensee is acquiring Software pursuant to a subscription license, KnowledgeLake shall invoice Licensee for the initial subscription fee (which fee includes license and support services) on about the Release Date and, unless stated otherwise in the Price Quotation, shall invoice Licensee for an additional requisite annual subscription fee on or about each anniversary date of the initial invoice. So long as Licensee subscribes on an uninterrupted basis, KnowledgeLake will not increase its subscription fee by more than 5% in any given year.

(b) If Licensee is acquiring Software pursuant to a perpetual license, Licensee also shall pay to KnowledgeLake a separate annual fee for Support (defined in Section 7 below). Unless stated otherwise in the Price Quotation, KnowledgeLake shall invoice Licensee for the initial Support fee on about the Release Date and shall invoice Licensee for each subsequent annual Support fee

on or about the anniversary date of the initial invoice. So long as KnowledgeLake provides uninterrupted Support to Licensee, it will not increase its Support fee by more than 5% in any given year.

(c) KnowledgeLake shall invoice Licensee for any fees that may be owed in addition to those described in Sections 5(a) and (b) (e.g., resulting from an audit conducted pursuant to Section 2) as they are incurred or accrue.

(d) Licensee shall pay all invoices within 30 days of the date of invoice. Any amount payable to KnowledgeLake under this Agreement and not paid when due shall accrue interest at a rate of the lower of two percent (2%) per month compounded or the maximum rate permitted by applicable law.

(e) Licensee shall pay all sales, use and other taxes (excluding taxes on KnowledgeLake income) imposed by any jurisdiction arising out of or related to the license granted under this Agreement or to Licensee's use of the Software, regardless of when such tax liability is asserted.

6. Installation and Conversion of Data.

Except as otherwise agreed in writing between the parties hereto, installation of the Software shall only be performed by KnowledgeLake or a specialist certified by KnowledgeLake to install the Software. However, except as otherwise agreed in writing between the parties hereto, KnowledgeLake shall not be responsible for installation of the Software or for any conversion of data required in connection with Licensee's use of the Software to make such data compatible with the Software.

7. Maintenance and Support Services.

(a) Maintenance and support (collectively, "Support") shall consist of two services: (1) telephone support from 8:00 AM to 5:00 PM CST, Monday through Friday during normal business days; and (2) the right for Licensee to receive new releases of the Software as issued by KnowledgeLake from time to time in KnowledgeLake's sole discretion. These releases are intended to correct errors, support new releases of the operating systems with which the Software is designed to operate, add significant functional capability, support new input/output devices, or provide other incidental updates and corrections.

(b) Support purchased as part of this Agreement, as stated in the Price Quotation applicable to this Agreement, shall commence on the Release Date and shall continue for a period of one year. Thereafter, Support shall automatically renew for consecutive one-year periods (each one-year period is, hereinafter, referred to as a "Support Period") unless either party provides the other with written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current Support Period. The annual fee for the first year of Support is mandatory and payable in advance, unless otherwise stipulated in the Price Quotation applicable to this Agreement. At any one time, KnowledgeLake will support both its current release of the Software and its previous release of the programs.

8. Term and Termination.

(a) The duration of the license granted to Licensee hereunder depends upon whether the license is obtained by subscription. If the license is obtained by subscription, the initial term of the license shall end one year from the Release Date of the Software. Thereafter, the term of the license shall automatically renew for consecutive one-year terms unless either party provides the other with written notice of non-renewal at least thirty (30) days prior to the expiration of the then-

current term. If the license is not obtained by subscription, the duration of the license is perpetual.

(b) Notwithstanding the provisions of Section 8(a) above, this Agreement and the license granted hereunder shall immediately terminate: (i) upon KnowledgeLake's written notice to Licensee if Licensee breaches or violates any of its obligations under Sections 2, 3, 4 or 5 of this Agreement (all of which obligations the parties recognize and agree constitute material terms); or (ii) without further notice to Licensee, if Licensee breaches or violates any other material term of this Agreement and fails to correct such breach or violation to the satisfaction of KnowledgeLake within thirty (30) days after written notice is given of such breach or violation.

(c) Licensee shall, upon termination of this Agreement: (i) discontinue all use of the Software; (ii) deliver to KnowledgeLake all compact disks or other media containing the Software and all other physical copies of the Software; (iii) destroy the Software and all copies of the Software contained in any computer memory or data storage apparatus under the control of Licensee, including any copies of the source code thereof; and (iv) certify to KnowledgeLake within one week after the termination of this Agreement that Licensee has delivered to KnowledgeLake and destroyed the Software and all copies of the Software in accordance with this Section 8(c).

9. Compliance.

Upon KnowledgeLake's reasonable request, Licensee shall provide signed statements verifying its compliance with this Agreement. KnowledgeLake shall have the right, upon reasonable notice, to inspect Licensee's facilities to verify Licensee's compliance with this Agreement; provided, however, no more than one (1) inspection may occur in any twelve month period unless a prior inspection has disclosed a violation of this Agreement. In conducting the inspection, KnowledgeLake shall use reasonable efforts to avoid interfering with Licensee's business operations.

10. Warranties.

(a) KnowledgeLake warrants that the Software will perform substantially as specified in the user manuals and other documentation delivered with the Software and that the Software media will be free of defects in materials and workmanship for ninety (90) days after the Release Date; provided, however, that KnowledgeLake shall not be liable under this warranty if Licensee has failed to comply with its obligations under this Agreement (including, without limitation, under Section 6), if the Software has been modified or altered by anyone other than KnowledgeLake, if the Software has been abused or misapplied, or if Licensee has failed to incorporate all upgrades provided to Licensee by KnowledgeLake. In the event of a breach of this warranty, Licensee may return the defective Software to KnowledgeLake at KnowledgeLake's expense for either: (i) a refund of the licensee fee paid to KnowledgeLake by Licensee hereunder; or (ii) KnowledgeLake's replacement of the Software without charge. Refund or replacement of defective Software as set forth above is Licensee's exclusive remedy for breach of this warranty. Licensee must make a claim on this warranty during the above-referenced ninety-day period.

(b) In the event KnowledgeLake agrees in writing to provide access to the source code of the Software, KnowledgeLake does not warrant any modifications created by Licensee from the source code.

(c) EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION 10, KNOWLEDGELAKE DOES NOT MAKE ANY WARRANTIES, EXPRESS OR IMPLIED, CONCERNING THE SOFTWARE OR THE APPLICATION, OPERATION OR USE THEREOF, THE DATA GENERATED BY THE OPERATION OR USE THEREOF, OR ANY SUPPORT SERVICES RENDERED WITH RESPECT THERETO. KNOWLEDGELAKE HEREBY EXCLUDES ALL IMPLIED WARRANTIES TO THE EXTENT PERMITTED BY LAW, INCLUDING, SPECIFICALLY, ANY IMPLIED

WARRANTY ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE. KNOWLEDGELAKE HEREBY EXCLUDES ALL IMPLIED WARRANTIES OF MERCHANTABILITY, OR OF MERCHANTABILITY QUALITY, OR OF FITNESS FOR ANY PURPOSE, PARTICULARLY, SPECIFIC OR OTHERWISE, OR OF NONINFRINGEMENT, CONCERNING THE SOFTWARE AND THE APPLICATION, OPERATION OR USE THEREOF.

11. Limitation of Remedies.

Licensee acknowledges and agrees that it has independently verified that the Software is appropriate for the purposes for which Licensee intends to use the Software, and that Licensee did not rely upon any skill or judgment of KnowledgeLake in such selection. Licensee assumes the entire risk related to the use of the Software. KnowledgeLake's liability in contract, tort or otherwise in connection with the Software or this Agreement shall not exceed the license fee paid to KnowledgeLake by Licensee for the Software. REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, LICENSEE FURTHER AGREES THAT NEITHER KNOWLEDGELAKE, INC. NOR ITS DIRECTORS, OFFICERS, EMPLOYEES, LICENSORS OR AGENTS SHALL BE LIABLE TO LICENSEE OR ANY OTHER PERSON OR ENTITY FOR DAMAGES IN THE FORM OF CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES, LOST PROFITS, LOST SAVINGS, LOSS OF GOODWILL OR OTHERWISE, OR FOR EXEMPLARY DAMAGES, RESULTING FROM LICENSEE'S USE OR INABILITY TO USE THE SOFTWARE OR FROM ANY SUPPORT SERVICES RENDERED WITH RESPECT THERETO, EVEN IF KNOWLEDGELAKE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ALL EVENTS, THE MAXIMUM AGGREGATE LIABILITY OF KNOWLEDGELAKE AND ITS DIRECTORS, OFFICERS, EMPLOYEES, LICENSORS AND AGENTS UNDER THIS AGREEMENT SHALL NOT EXCEED THE AMOUNT OF THE SOFTWARE LICENSE FEE RECEIVED BY KNOWLEDGELAKE FROM LICENSEE.

12. Indemnification.

(a) KnowledgeLake will indemnify Licensee from and against any liability to third parties arising from a claim that the Software infringes upon any third party's U.S. copyright or trade secret rights, provided that Licensee: (i) promptly gives KnowledgeLake written notice of the claim; (ii) gives KnowledgeLake full authority to defend such claim and provides KnowledgeLake with all information and assistance KnowledgeLake requests in connection with any defense of such claim; and (iii) gives KnowledgeLake sole control of the defense of such claim and all negotiations for the compromise or settlement thereof including, without limitation, the right to delegate its obligations or rights under this Section 12, in whole or in part, to its licensors. If a third party claim against Licensee results in a judicial order preventing Licensee from using the Software, or if in KnowledgeLake's sole judgment any such claim could result in such an order, KnowledgeLake, in its sole discretion, may at any time: (1) procure from the third party the right to allow Licensee to continue to use the Software; (ii) modify or replace the Software or allegedly infringing portions thereof to become non-infringing; or (iii) in the event that the foregoing options are not, in the sole judgment of KnowledgeLake, reasonably practical, terminate this Agreement immediately upon written notice to Licensee, and, in the event of such termination by KnowledgeLake, KnowledgeLake shall promptly refund a pro rata portion of the license fee paid by Licensee calculated on a straight line sixty (60) month depreciation basis.

(b) Neither KnowledgeLake nor its licensors shall have any indemnification obligation to Licensee nor otherwise be liable to Licensee for any infringement based on: (1) Licensee's operation of an application developed using the Software; (ii) Licensee's combination of the Software with other products not furnished by KnowledgeLake; or (iii) Licensee's use of a modified, superseded, or otherwise altered version of the Software. KnowledgeLake will have no obligation for any costs

incurred by Licensee without KnowledgeLake's prior written authorization. THE PROVISIONS OF THIS SECTION 12 STATE THE EXCLUSIVE LIABILITY OF KNOWLEDGELAKE AND ITS LICENSORS, AND THE EXCLUSIVE REMEDY OF LICENSEE, WITH RESPECT TO ANY CLAIM OF INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY. LICENSEE SHALL MAKE NO CLAIM AGAINST KNOWLEDGELAKE ON ACCOUNT THEREOF.

13. Survival.

The provisions of Sections 4, 5, 7 (with respect to Licensee's payment obligations only), 8(c), 9, 11, 12, 13, 21 and 22, as well as any other provisions indicating or contemplating survival, shall survive the termination of this Agreement.

14. Remedies.

The pursuit by either party of any remedy to which it is entitled at any time shall not be deemed an election of remedies or waiver of the right to pursue any of the other remedies to which it may be entitled.

15. Binding Effect: Assignment.

This Agreement and all of the terms, provisions and conditions hereof shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns. Except as otherwise provided in this Section 15, Licensee may not assign this License or any of its rights or obligations hereunder without the prior written consent of KnowledgeLake, which consent will not be unreasonably withheld. If KnowledgeLake approves, Licensee must permanently transfer and cease use of the Software and the proposed transferee must agree to abide by the terms of this License. Any attempted assignment in violation of this Section 15 by Licensee of its rights or obligations under this Agreement, whether by operation of law or otherwise, shall have no force and effect.

16. Entire Agreement; Conflicts.

This Agreement, together with Exhibit A attached hereto and any other applicable Price Quotation, constitutes the entire agreement between the parties hereto with respect to the subject matter hereof and supersedes all prior agreements and understandings, oral and written, between the parties hereto with respect to the subject matter hereof. In the event of a conflict or inconsistency between the terms of this Agreement and applicable Price Quotation, the terms of the Price Quotation shall prevail.

17. Amendment; Waiver.

No modification, variation or amendment of this Agreement shall be effective without the written consent of both parties hereto. A failure of either party to this Agreement to enforce at any time any of the provisions of this Agreement, or to require at any time performance of any of the provisions hereof, shall in no way affect the full right to require such performance at any time thereafter. No waiver shall be deemed a waiver of any other breach of the same or any other term or condition hereof.

18. Notices.

All notices or other communications required or permitted to be given or delivered under this Agreement shall be in writing and shall be sufficiently given to a party if delivered personally or mailed by registered or certified mail, postage prepaid, return receipt requested, or by overnight delivery by a nationally-recognized courier, to such address or person as either party may from time to time designate to the other in writing. Any such notice or other communication shall be deemed to be given as of the date it is personally delivered, five (5) days after its being deposited in the United States mail, or one (1) day after being deposited with a nationally recognized courier for overnight delivery.

19. Invalid, Illegal or Unenforceable Provisions.

In the event that any one or more provisions of this Agreement shall for any reason be held by any tribunal of competent jurisdiction to be invalid, illegal or unenforceable, the remaining provisions of this Agreement shall be unimpaired, and each invalid, illegal or unenforceable provision shall be treated by the tribunal as modified to the least extent necessary to rectify its invalidity, illegality or unenforceability and shall be enforced as so modified.

20. Independent Contractors.

Nothing in this Agreement shall be deemed or construed by the parties or any other entity to create an agency, partnership or joint venture between KnowledgeLake and Licensee.

21. Governing Law; Venue; Attorneys' Fees.

This Agreement shall be governed by, and construed in accordance with, the internal laws of the State of Missouri. In the event Licensee brings an action to resolve a dispute arising out of the terms of this Agreement, the parties agree to submit to the exclusive jurisdiction of the federal and state courts of St. Louis County, Missouri. In the event KnowledgeLake brings an action to resolve a dispute arising out of the terms of this Agreement, the parties agree to submit to the exclusive jurisdiction of the federal and state courts of the city in which Licensee's office is located as set forth in the opening paragraph of this Agreement.

In the event an action is brought in connection with this Agreement, the substantially prevailing party in such action shall be entitled to recover its attorneys' fees, costs and expert witness fees, including those incurred on appeal.

22. Confidentiality

(a) Definition of Confidential Information: Each party agrees that all information and materials disclosed by the other party pursuant to and including the terms and conditions of this Agreement, whether disclosed orally, in writing or electronically and whether marked "Confidential" or not, will be considered and referred to collectively in this Agreement as "**Confidential Information**" subject to the protections of this Agreement. For avoidance of doubt, Confidential Information of KnowledgeLake includes, without limitation, the Software.

Confidential Information does not include information that (i) is now or subsequently becomes generally available to the public through no fault or breach on the part of either party; (ii) either party can demonstrate to have had rightfully in its possession prior to disclosure to the receiving party; (iii) is independently developed by either party without the use of any Confidential

Information; or (iv) either party rightfully obtains from a third party who has the right to transfer or disclose it.

(b) Nondisclosure and Nonuse of Confidential Information: Each party agrees that it shall not disclose, publish, or otherwise disseminate Confidential Information of the other party to anyone other than those of its employees (and permitted contractors and employees of their Affiliates and, further with respect to KnowledgeLake, its licensors) with a need to know and who agree to be bound by the obligations of this Agreement. Each party agrees that it shall take reasonable precautions to prevent any unauthorized use, disclosure, publication, or dissemination of Confidential Information of the other party. Each party agrees that it shall not use Confidential Information of the other party except in furtherance of the performance of this Agreement. Upon termination of this Agreement, the receiving party shall, at the discretion of the disclosing party, either return or destroy all Confidential Information of the other party, and further shall certify in writing within thirty (30) days following termination that it has complied with such post-termination obligation.

The foregoing restrictions on Confidential Information shall not apply to Confidential Information that is required to be disclosed in connection with any suit, action or other dispute related to the Confidential Information, or otherwise required to be disclosed as a matter of law. However, upon receipt of a legal demand for the production of Confidential Information subject to this Agreement, the party receiving such demand shall give prompt notice to the other party and shall provide such other party with an opportunity to object before producing the Confidential Information.

(c) Miscellaneous: All Confidential Information remains the property of the disclosing party and no license or other rights to Confidential Information is granted or implied hereby. All Confidential Information is provided "AS IS" and without any warranty, whether express or implied, as to its accuracy or completeness. Each party hereby acknowledges that unauthorized disclosure or use of Confidential Information could cause irreparable harm and significant injury to the disclosing party that may be difficult to ascertain. Accordingly, each party agrees that the disclosing party will have the right to seek and obtain immediate injunctive relief to enforce obligations under this Agreement, in addition to any other rights and remedies each party may have.

23. Export.

In the event that Licensee is permitted to export the Software outside the United States, Licensee shall be solely responsible for compliance with all applicable U.S. export laws, rules, and regulations. Licensee will defend, indemnify, and hold harmless KnowledgeLake from and against any and all claims, costs and damages arising from or relating to Licensee's failure to comply with any such laws, rules or regulations. Notwithstanding anything in these terms and conditions to the contrary, it is acknowledged and agreed that Licensee shall not ship, export, or re-export the Software, or any other information, process, product, or service obtained directly or indirectly from KnowledgeLake, to any country or entity that is the subject of any prohibition imposed by the U.S. Export Administration Act of 1979, U.S. Executive Orders, the U.S. Department of Commerce or the North Atlantic Treaty Organization (NATO).

24. Counterparts.

This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original instrument and all of which together shall constitute a single agreement.

SIGNATURES ON FOLLOWING PAGE

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

KnowledgeLake, Inc.**Licensee**

(Printed Name)

(Printed Name)

(Signature)

(Signature)

(Title)

(Title)

(Date)

(Date)

EXHIBIT A = Quotation

Insert quotation here

KnowledgeLake, Inc.

Licensee

Initials _____

Initials _____

Date _____

Date _____



Addendum G – KnowledgeLake GSA Pricing

GSA Item Number	Product Description	GSA
DPS32S5075	Imaging for SharePoint (WG)	12176.68
DPS32S5076	Imaging for SharePoint (STD)	14987.76
DPS32S5077	Imaging for SharePoint (PRO)	18735.87
DPS32S5078	Imaging Users - Concurrent CAL	449.77
DPS32S5079	Imaging Users - Concurrent CAL (qty 100 to 499)	393.55
DPS32S5080	Imaging Users - Concurrent CAL (qty 500 to 999)	344.83
DPS32S5081	Imaging Users - Concurrent CAL (qty 1,000+)	301.72
DPS32S5082	Imaging Users - User CAL	149.92
DPS32S5083	KnowledgeLake Experience User Cal	280.17
DPS32S5084	KnowledgeLake Experience User Cal +100	233.32
DPS32S5085	KnowledgeLake Experience User Cal +500	210.83
DPS32S5086	KnowledgeLake Experience User Cal +1000	182.72
DPS32S5087	Imaging Users - User CAL (qty 100 to 499)	131.18
DPS32S5088	Imaging Users - User CAL (qty 500 to 999)	112.44
DPS32S5089	Imaging Users - User CAL (qty 1,000+)	93.70
DPS32S5090	Imaging for SharePoint Production Upgrade	2811.08
DPS32S5091	Imaging for SharePoint Production Upgrade-Pro	3748.11
DPS32S5092	Imaging SDK (Per Developer-Paid Annually)	2806.40
DPS32S5093	Additional KnowledgeLake Print Server(s)	932.34
DPS32S5094	Connect	182.72
DPS32S5095	Connect (quantity 100 to 499)	146.18
DPS32S5096	Connect (quantity 500 to 999)	109.63
DPS32S5097	Connect (1000+ users)	73.09



DPS32S5098	Capture	932.34
DPS32S5099	Capture for Production Scanners >100 ppm	2056.78
DPS32S5100	Capture (Index Only)	370.13
DPS32S5101	Capture Server	7491.54
DPS32S5102	Additional Image Processor	3274.91
DPS32S5103	Additional Web Capture/Indexing Server	2337.88
DPS32S5104	Additional Capture Activity Server	2337.88
DPS32S5105	Capture Server Device	370.13
DPS32S5106	Branch Office Capture	651.23
DPS32S5107	Web Capture/Index - Concurrent CAL	112.44
DPS32S5108	Web Capture/Index - Concurrent CAL (qty 100 to 499)	98.39
DPS32S5109	Web Capture/Index - Concurrent CAL (qty 500 to 999)	84.33
DPS32S5110	Web Capture/Index - User CAL	37.48
DPS32S5111	Web Capture/Index -User CAL (qty 100 to 499)	32.80
DPS32S5112	Web Capture/Index -User CAL (qty 500 to 999)	28.11
DPS32S5113	Capture, Capture Server, Connect SDK (Per Developer-Paid Annually)	2806.40
DPS32S5114	Searchable PDF Module (2008 or prior)	182.72
DPS32S5115	Capture Kofax Plug-In	463.83
DPS32S5116	Non-Production licenses	3743.43
DPS32S5117	Imaging for SharePoint - Non-Production	2996.61
DPS32S5118	Branch Office Capture - Non-Production	260.49
DPS32S5119	Capture Server - Non-Production	2996.61
DPS32S5120	Connect - Non-Production	73.09
DPS32S5121	Capture - Non-Production	372.94
DPS32S5122	Professional Services - Hourly	216.92
DPS32S5123	Services Quick Start Package Full	15924.79



DPS32S5124	Services Quick Start Package	12176.68
DPS32S5125	Classroom Training	2337.88
DPS32S5126	Private or Off-Schedule Training	2525.29
DPS32S5127	Onsite Training (2-15 Students)	12176.68
DPS32S5128	Administrator Computer Based Training - 45 days	932.34
DPS32S5129	End User Computer Based Training - 45 days (1-20 users)	463.83
DPS32S5130	End User Computer Based Training - 45 days (21+ users)	276.42
DPS32S5131	SharePoint Migration Utility (Per Server Migration)	23421.01
DPS32S5132	FileNet IS/CS Export Module (Per Server Migration)	4680.45
DPS32S5133	Documentum ApplicationXtender Export Module (Per Server Migration)	4680.45
DPS32S5134	Xerox DocuShare Export Module (Per Server Migration)	4680.45
DPS32S5135	StoragePoint for SharePoint License - (Enterprise Edition)	14050.73
DPS32S5136	StoragePoint Disaster Recovery License (DR)	5617.48
DPS32S5137	StoragePoint for SharePoint (Non-Production)	1869.37
DPS32S5138	Workflow Enterprise Edition	18272.04
DPS32S5139	Workflow Standard Edition	9136.02
DPS32S5140	Single Server License Reporting	9136.02
DPS32S5141	Additional Server License Reporting	4568.01
DPS32S5142	KnowledgeLake Unify (includes 5 seats)	2342.57
DPS32S5143	KnowledgeLake Unify (qty 6 to 10)	370.13
DPS32S5144	KnowledgeLake Unify (qty 11 to 49)	276.42
DPS32S5145	KnowledgeLake Unify (qty 50+)	182.72
DPS32S5146	Bates Stamping / Watermarking Module	4680.45
DPS32S5147	Report Capture Server	23421.01
DPS32S5148	Standard Annual Software Maintenance (% Of List Price)	0.22



DPS32S5149

Premium Annual Software Maintenance (% Of
List Price)

0.34