



The BAI HEAT *Tune-Up*

We appreciate your interest in improving how you use HEAT and your company's help desk functions. Because your internal computer/network systems provide you with mission-critical information, using them below capacity is leaving money on the table.

The BAI HEAT *Tune-Up* is very important when we modify your existing software and hardware systems. As we install new HEAT components to your current system, we want to make sure you get every last dollar of performance possible from your operations.

The BAI HEAT *Tune-Up* is a flexible diagnostic tool. It can be implemented on a global (company wide) basis or just within a department or functional group. You tell us what you want, and we'll design it. It is a stand alone service we offer to you regardless of whether you purchase products from us or not.

BAI's HEAT *Tune-Up* focuses on three critical areas: people, processes and systems.

People:

- Are your people trained and efficiently operating the systems that you have installed?
- Are your people aware of all the features your system is capable of delivering, and if not, what is that costing you?
- Are your people inadvertently sabotaging your performance?

Processes

- Are current operating processes wasting computing capacity? If you are passing information back and forth electronically that never should be passed then you have non-valued added movements that burden simple tasks. Adding speed only adds costs.
- How are you currently tracking assets and help desk calls?

Systems

- Reviews what is on your current system that needs to be there.
- Is it operating within the performance levels you purchased?
- Are you getting all the efficiencies available to you from your current HEAT products? We estimate that many HEAT installations are only getting 30% - 50% of the available productivity easily available to the company.
- Do you have the right memory on the right machines?
- Is your system moving information as quickly as designed?
- Is your system the one your company needs? What is your "technology lag" and how serious is it?
- If you are going to be adding a system component (router, switch, server, high speed access line, etc.) will it be able to give you the performance you need?

What do I get at the end?

We provide a detailed summary of our findings that can be used to implement your own changes or to outline what BAI can correct for you. There will be a formal presentation to your decision makers at the end of the HEAT *Tune-Up*.

Who does the *Tune-Up*?

We will bring only experienced, accredited and certified HEAT professionals to your site. Once we have an idea of the areas you want covered and what portions of people, processes and systems we will be observing, we will pick the best staff for your operations.

BAI HEAT Tune-Up

February 24, 2002

Page 2 of 2

What does it cost?

The HEAT *Tune-Up* costs \$2,250 and lasts one and one-half days. You will receive a formal summary along with in-person meetings with our analyst.

To schedule the HEAT *Tune-Up* please call me, 404-549-8053.