

DCS & Hosted Environment

Q. 1. What is the primary function of DCS Hosted Solutions?

A. 1. DCS Hosted Solutions' primary function is to offer hosted Electronic Content Management (ECM) compliance solutions for the small to medium sized companies. We enable them to operate in a fiscally conservative fashion. Today's companies are looking for efficiency, and compliance with complexity. DCS offers just that with our pre-configured solutions for business processes based on industry best practices.

Q. 2. What makes DCS stand out over other Hosted Solution Companies?

A. 2. Key points are our reliability through our SAS70 Type II compliant hosting facility, our DCS experienced and knowledgeable IT and Customer Support Teams; and our team of Managing Partners that have over 50 years of document management experience, who are striving to make your jobs easier!

Q. 3. What is a preconfigured system?

A. 3. A preconfigured system is an out-of-the-box system that is based on your industry's best practices with a few minor settings in the configurations, e.g.-to accommodate log-in credentials and establishing your secure connection with the hosted system. The advantage of a preconfigured system is that you would be able to place your content under control with-in weeks.

Q. 4. How can I make sure that my documents will have the correct security needed? An example would be my regulatory documents?

A. 4. Your hosted system has been designed using a rapid deployment model which has been configured with specific document types and associated properties along with a folder structure and security model, based on best practices, for your particular industry sector, which will include 21CFR Part 11 compliance.

Q. 5. How would my content be viewed if I am traveling?

A. 5. Your content will be viewed by your web browser as if you were at your office. Each of your approved users will be trained to use your specific system's

url and will be assigned a secure, unique, username and will be able to create a private, personal password.

Q.6. How is content secured?

A. 6. Content is secured through a hosted state-of-the-art data center that is engineered with multiple levels of security, uninterruptible power, redundant HVAC systems, fire suppression and around-the-clock monitoring and management.

Q. 7. Will I be able to tour and audit your hosting facility?

A. 7. Yes, our DCS SAS70 Type II compliant hosting facility is available for touring and auditing if requested. SAS70, is an auditing statement issued by the Auditing Standards Board of the American Institute of Certified Public Accountants (AICPA). These reports are also available for review if desired.

Customer Support, Training & Access

Q. 1. What if I have locked myself out of my system?

A. 1. Contact DCS Customer Support Immediately. If your access is a system lock out due to system security we will first confirm that you should still have access to the system and then reset your password/access on the spot! You would then be up and running immediately with little or no business interruption.

Q. 2. Customer Support is very important to my company. What can we expect from DCS Customer Support?

A. 2. DCS offers a customer support site that will provide you with initial contact information. We will ensure that your request is appropriately routed to address your specific request. Our commitment is to provide extraordinary service to you! For continual process improvement we will seek your feedback on services provided. Our goal is to deliver expedient support during normal business hours Monday through Friday at timely and efficiently as possible.

Q. 3. How can I make sure that my organization is trained to get their job done without interruptions on a new or upgraded system?

A. 3. DCS believes that user training is the key for any successful system, tool, and technology implementation. A training plan will be developed and is essential to ensure a smooth system transition into the business for your users. DCS will partner with you to predefine your audience and how they will be using the system. Once determined, the training methods will be chosen to best fit your

target audience(s), which can be from a one-on-one training to a large group of general users.

Q. 4. In regards to training, if we have a new employee how will we get them trained?

A. 4. DCS can provide training to new employees if desired, but we can also provide Train-the-Trainer Training to someone within your company who can provide this in-house. This will be discussed at the DCS/Customer Configuration Workshop.

Q.5. What is a DCS/Customer Configuration Workshop?

A. 5. A DCS/Customer Configuration Workshop is one of the first very important meetings between DCS and your business essential representatives to create a list of requirements that are necessary for your everyday business activities within your new electronic document management system.

Migrations

Q. 1. How can I get my old information currently on shared drives into our new system?

A. 1. During our Configuration Workshop DCS will work with you to make sure that all business essential and agreed upon documentation is migrated into your new system ready for Day One Rollout or on the timetable agreed upon. Our goal is to make sure that there are no business interruptions according to our agreed upon Implementation Plan and Timeline. DCS is experienced in migrations of all levels from multiple sources including shared drives.

Q. 2. What if our company locates documents/files that need to be in our new system after our agreement/contract has been signed or we have a limited time left on our contract?

A. 2. If assistance with the importation or migration of documents is included within the scope of your contract DCS will make sure it gets done. If it's not, DCS will work with you to create a Change Control to update your contract to get the desired results for your company.