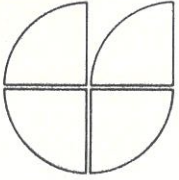


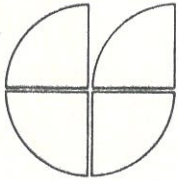
TOTAL INSTALLATION PLAN



INTRODUCTION

One element that has been lacking in our installations of TOTAL is a truly professional approach to such installations with good teaching aids available and a goal in mind.

This plan, I feel, provides such a goal and it is: to guide a customer in the correct utilization of our TOTAL products by fully structuring the entire installation to his learning curve and to effectively guide him beyond the crucial 60 day run-in period.



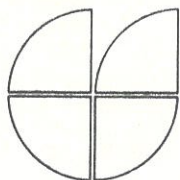
PLAN DESCRIPTION

I. GENERAL

This installation plan is designed to guide the TOTAL account from initial training through to the end of the 60 day period in a continuing program of education (rather than strictly consultation), so that he is provided with all the information required to fully utilize our TOTAL products as well as the impetus to do so. It is broken down into stages of education and consultation on a somewhat rigid basis (with which the new account will be made aware) in order that we can control and, in a sense, force his progress.

The availability of the standard schedule and standard education material will allow systems engineers in this way to better schedule account presence in advance and allow their accounts to do likewise.

The implementation of this plan will not force accounts to get a system running in 60 days (which rarely happens now anyhow) but, due to the necessity for achievement reviews, it will prod him to make certain efforts in a period of time and these will be reviewed and checked off by the responsible Systems Consultant.

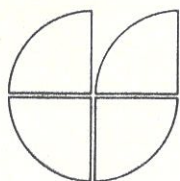


II. SPECIFIC

A TOTAL account with his rental or purchase of TOTAL, is allowed 6 man days of support during the first 60 day period. A suggested allocation of this time is as follows, along with proposed intervals between support or education calls.

- | | |
|-------------------------------------|---|
| Man Day 1
(week 0) | - Introduction to TOTAL Data Base Concepts
- PHASE I - Data Base Definition |
| Man Day 2
(week 0) | - PHASE II - Data Manipulation Language
- Data Base Implementation Considerations with a demonstration example. |
| Man Day 3
(week 1) | - Data Base Design Guidelines
- Consultation with user on specific system design plans (set achievement review #1) |
| $\frac{1}{2}$ Man Day 4
(week 2) | - Data Base Programming Guidelines |
| $\frac{1}{2}$ Man Day 4
(week 4) | - Logging facilities and Backup/Recovery/Restart Considerations (set achievement review #2) |
| $\frac{1}{2}$ Man Day 5
(week 6) | - Local consultation and review. |

The remaining $1\frac{1}{2}$ Man Days of support may be used discretionarily for consulting activities or additional education, if this is felt necessary.



DOCUMENTATION & TEACHING AIDS

The implementation of this work plan requires the use of formal presentation materials i.e. foil transparencies, as well as certain hard copy documentation which will be left with the user when a specific portion of support is to be given. As an example, when discussing Data Base Programming Guidelines, materials will be available which may be left with the user to refresh his memory over time, and to review the contents of the class that was given.

1. Presentation Materials:

a) Introduction To Total Data Base Concepts.

This set of mounted foil transparencies have been abstracted from the current TOTAL sales presentation. Certain modifications have been made to ease the users into an understanding of TOTAL's files structures and method of operation. It is strongly suggested that during this particular presentation, management staff, and other basically non-technical individuals are invited to attend.

b) Data Base Definition and Data Base Implementation:

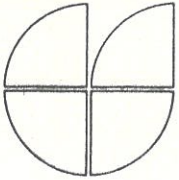
This set of unmounted foil transparencies constitutes the technical presentation for the TOTAL 4, 5/6, or 7 system. This presentation is primarily suited to analysts and programmers, though management staff may be invited to attend if they have a reasonable degree of technical knowledge.

2. Documentation Materials:

The following set of hard copy documentation is available for distribution to the customer at the point in time when the appropriate portion of education is being taught. It is strongly suggested that one or two copies only be left at the customer's site for future reference (this will minimize Cincom's copying costs).

a) Data Base Demonstration Example

This document outlines all facets of a complete data base system including data base description, job control language, programming and documentation for a complex personnel system that is being demonstrated. The example has been designed for use with either TOTAL 4, 5/6, or 7 systems. If available, the actual source code materials may allow a physical demonstration at the user's site of this particular example, and should allow him, in effect, to be able to "play" with the system during his basic class.



b) Data Base Design Guidelines

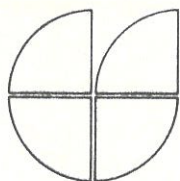
This document attempts to lead the user into a reasonably correct design philosophy, while also indicating to him other considerations he must take into account in the actual design of his productive system.

c) Data Base Programming Guidelines

These guidelines should allow the TOTAL 4, 5/6, or 7 programmer to very quickly determine the best approach to design programs for the data base system of interest at his particular account. Much greater stress is placed on operational efficiency considerations in this document, than is placed on the theory or concept of the data base management system in general.

d) Backup/Recovery/Restart Considerations

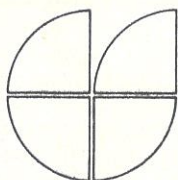
In this document, all aspects of backup, recovery, and program restart are explored (for the TOTAL 7 and TOTAL 5/6 user), so that he is better able to implement, if necessary, or utilize data base recovery systems and backup procedures. Stress is placed on the very complex nature of this particular topic. It will make the client aware of the complications and possible pitfalls he might find depending on his mode of operation, and his selected system architecture.



PLAN ADMINISTRATION

Even though it will be desirable to maintain the sequence and timing illustrated here, it is recognized that, in many instances, the System Consultant in communication with the client, may find that varying needs exist or in fact that some presentations may not be either appropriate or capable of being scheduled as suggested. For this reason, the actual administration of the plan is left entirely to the discretion of the account consultant. The documentation materials have been so designed that he may be able to simply distribute these over time, and thus maintain account presence, even when formal presentations or complete day support will not take place.

A form letter outlining this plan and allowing insertion of appropriate date and appropriate times should be a portion of this plan and can be filled in by the account consultant at contract receipt time. It may then be presented to the client, and in this way, initiates the formal process of installation and education.



ADDITIONAL CONSIDERATIONS

As you may be able to percieve, this installation plan was designed with multiple uses in mind. As currently described, the entire plan operates over a 60 day period of time. However, if the presentation and document distribution is compressed, you will find that approximately 3 days of education materials exist. This "three day class" if you like, can constitute an "ADVANCED DATA BASE CLASS" or "DATA BASE DESIGN AND PROGRAMMING CLASS", modified with the inclusion of other topics of interest. This compressed version of installation may be taught on-site at our normal per diem rates, or may be used in a centralized mode or at one of our education centres.

Due to the fact that these presentations and the distributable documentation were designed to be used during billable time, it is strongly suggested that the documentation, in particular, not be distributed to prospective clients unless they are participating at a fee in an authorized education session. It will be difficult to justify the distribution and teaching of materials to a new client, that were given away to him as a prospect.