

PROJECT MANAGEMENT

AN INNOVATIVE PROFESSIONAL
SERVICE FOR DICTAPHONE ENTERPRISE
EXPRESS CUSTOMERS DESIGNED TO
STREAMLINE SYSTEM
PLANNING AND IMPLEMENTATION

SOURCE DISCOVERY PACKAGE TO CUSTOMER

55

NEW SOW

REQUISITES DELIVERED

60

LOP/COMMUNICATE PROJECT CRITERIA FOR SUCCESS

DISCOVERY FORM DELIVERED

LOP PROJECT PLAN

65

INSTALLATION MEETING

DAILY MEETINGS/CONFERENCE CALLS SCHEDULED

70

COMPLETE SITE SURVEY

SURVEY TO CUSTOMER

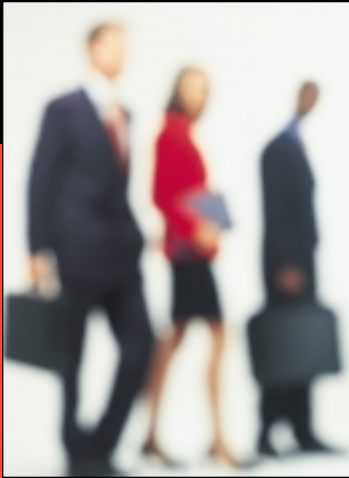
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SOURCE DISCOVERY PACKAGE COMPLETED

VERIFY CABLE DROPS/AMPLE TELEPHONE LINES ARE AVAILABLE

VERIFY POWER REQUIREMENTS

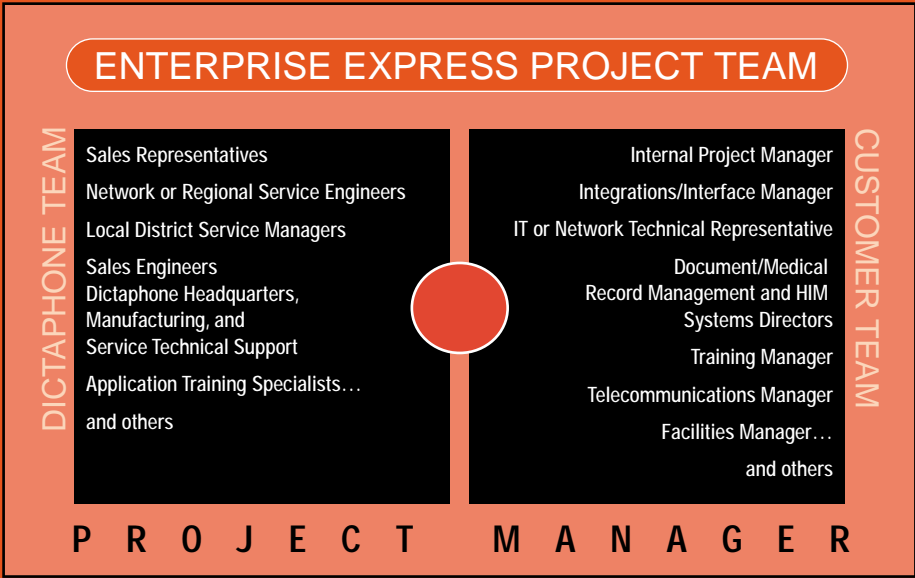
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THE MISSION

THE MISSION OF DICTAPHONE PROJECT MANAGEMENT IS TO CREATE FOR EACH CUSTOMER A STRATEGY FOR ENTERPRISE EXPRESS® VOICE AND TEXT SYSTEM INSTALLATION AND DEPLOYMENT THAT WILL MEET AND EXCEED EACH CUSTOMER'S EXPECTATIONS. OUR ULTIMATE OBJECTIVE IS OPTIMUM ENTERPRISE EXPRESS SYSTEM UTILIZATION, WITH MINIMAL DISRUPTION TO THE CUSTOMER'S ENVIRONMENT OR TO ITS SYSTEM USERS.

MUCH OF THIS STRATEGY IS ACHIEVED THROUGH STRENGTHENING OUR RELATIONSHIP WITH EACH CUSTOMER, BY FIRST ASSESSING AND DEFINING THEIR EXPECTATIONS, THEN PROVIDING A VALUABLE PROFESSIONAL SERVICE DESIGNED TO SUPPORT AND ENHANCE THEIR INTERNAL CAPABILITIES AND RESOURCES.



WHY IS PROJECT MANAGEMENT NECESSARY? AN EASY DECISION MADE EASIER

Although the Enterprise Express system is specially designed for enterprise wide voice processing and report management based on decades of understanding professional work flow, it is still a very sophisticated solution that plays an important role in the day-to-day lives of the many professionals and organizations who use it. As a result, expert deployment planning and project management is an important factor in assuring optimum installation, integration, and user training.

Dictaphone Project Management is a valuable service that can save your organization time and money throughout the installation of your new system. We are committed to making this transition as smooth as possible and we hope that your decision to take advantage of this valuable service will be an easy one.

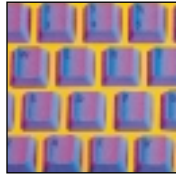
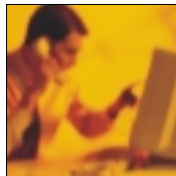
A FEW OF THE MANY REASONS WHY DICTAPHONE PROJECT MANAGEMENT HAS BENEFITED SO MANY CUSTOMERS

- Direct access to proven expertise in both system implementation and project management, based upon many successful system implementations.
- Ability to amplify your staff's capacity to respond to project needs without sacrificing your internal priorities and demands.
- Intensive project focus. Project Managers are dedicated to your installation from start-to-finish.
- Ability to deliver objectives on time and within budget, with enhanced participation and project ownership by all team members.
- Early problem recognition and resolution.
- Enhanced definition of responsibilities and accountabilities at all phases of implementation.

- Ability to fully understand and implement the project requirements... evaluating all resource and business needs, preempting technical hurdles, capitalizing on opportunities, better defining and prioritizing requirements and challenges, and maximizing benefits at each step along the way.

The Dictaphone Project Management Group is a team of professionals who combine expert technical know-how with years of proven experience in managing sophisticated enterprise-wide system implementations for a variety of clients. These individuals have the freedom to focus their attention on your installation, while gathering resources and streamlining procedures to assure success.

T Y P I C A L E N T E R P R I S E E X P I



THE PERFECT ANSWER TO YOUR ENTERPRISE-WIDE SYSTEM IMPLEMENTATION NEEDS

A CLOSER LOOK AT PROJECT MANAGEMENT

While the expert services of Dictaphone Project Management could benefit virtually any customer, our services are especially important for those who...

- ➔ Have limited resources, or are unable to divert sufficient technical resources to coordinate all organizational activities to assure a smooth system transition.
- ➔ Have large, complex, or unique installations, or highly challenging and critical "go-live dates", and need Dictaphone to help "de-risk" their system installation.

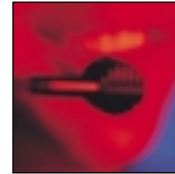
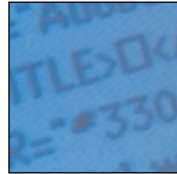
While each installation is unique, these are a few of the many services Dictaphone Project Management delivers to customers:

- ➔ Provides customers with a single point of contact within Dictaphone for all issues related to project implementation.
- ➔ Defines and gathers together a cohesive Project Implementation Team, comprised of dedicated members from Dictaphone and the customer's organization.
- ➔ Creates a clear path for success that is mutually understood and agreed to among the entire Project Team.

- ➔ Evaluates and determines necessary commitment levels for successful project completion. Develops and maintains a project plan that defines measurable milestones and levels of effort needed to meet deadlines
- ➔ Expedites the entire product order-to-delivery process; from overseeing the specification of the product order and review of the Scope of Work (SOW) document, to coordinating delivery schedules and assuring the timely shipment of all hardware, software, and peripherals through Dictaphone's Order Management and Distribution Centers.

- ➔ Assists the customer in evaluating and managing individual installation needs for both hardware and software based upon project deadlines and other organizational considerations.
- ➔ Develops and maintains a project plan, and schedule.
- ➔ Serves as the central "authority" for the project team, with the ability to make decisions to ensure successful implementation.
- ➔ Coordinates and facilitates regular project team meetings.
- ➔ Serves as a close liaison between the customer's HIS organization and Dictaphone to ensure a smooth system integration and transition.

E S S I N S T A L L A T I O N U S I N G P R O J E C T M A N A G E M E N T



VERIFY POWER REQUIREMENTS

ENSURE LAN DROPS ARE IN PLACE FOR IS INTEGRATION

ENSURE TELEPHONE LINES ARE AVAILABLE FOR HIS INTEGRATION

ENSURE NETWORK CONNECTIVITY & WIRING EXISTS FOR IS INTEGRATION

COMPLETION OF SITE REQUISITES CONFIRMED BY FE

ALL EQUIPMENT PHYSICALLY INSPECTED BY FE

VOICE EQUIPMENT INSTALLED

VOICE HARDWARE INSTALLED ON NETWORK AND TESTED

VOICE CONFIGURATION BURN

VOICE CARDS TESTED/OPERATIONAL TESTS PERFORMED

ATS VOICE CONFIGURATION TESTING

VOICE ADMINISTRATIVE TRAINING

HIS SPECIFICATION SIGNED BY CUSTOMER AND RETURNED TO DICTAPHONE

ENGINEER ASSIGNED FOR DEVELOPMENT OF INTEGRATION SOFTWARE

HIS INTEGRATION SOFTWARE DEVELOPED (50-DAY PROCESS)

VOICE SYSTEM SETUP COMPLETED BY CUSTOMER

BOOMERANG EQUIPMENT INSTALLED

BOOMERANG AND TRANSCRIPTION END USER TRAINING

VOICE GO-LIVE

CONTINUOUS SPEECH RECOGNITION (CSR) INSTALLED AND TESTED

FOLLOW-UP VOICE AND CSR TRAINING

WINDOWS '95 AND WORD TRAINING

TEXT EQUIPMENT INSTALLED

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INSPECTION PHASE

INSTALLATION VOICE SYSTEM

BENEFITS OF PROJECT MANAGEMENT

- Manages all special installation issues relating to multi-site organizations across regional and national locations.
- Acting as a direct liaison, resolves any third-party hardware/software technical issues, while leveraging established Dictaphone relationships.

Your Dictaphone Representative will be happy to provide you with additional information on how Dictaphone's Project Management Group can support your Enterprise Express implementation effort.

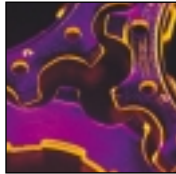
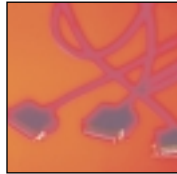
Prevents costly schedule delays and ensures a successful implementation.

Reduces demand on customer's critical management resources.

Provides management expertise across the areas of open architecture and networks, training development, transcription and dictation workflow, and project management.

As a national resource, the Project Manager serves as the customer's advocate within Dictaphone and has the ability to draw upon Dictaphone's nationwide resource and knowledge base. This allows the Project Manager to champion the specific interests of each customer.

T M A N A G E M E N T S E R V I C E S



NETWORK CONNECTIVITY CONFIRMED

PCS & PRINTERS INSTALLED ON NETWORK AND TESTED

TEXT CONFIGURATION BURN

IS INTEGRATION HARDWARE ORDERED

GATEWAY RECEIVED AND CONFIGURED

HARDWARE SHIPMENT VERIFIED/EXPEDITED

VOICE TO TEXT INTEGRATION INSTALLED

ATS VOICE TO TEXT INTEGRATION VERIFICATION

HIS INTEGRATION TEST AND BURN-IN (10-DAY PROCESS)

ATS TEXT CONFIGURATION/TESTING

TEXT ADMINISTRATIVE TRAINING

TEXT SYSTEM SETUP COMPLETED BY CUSTOMER

REMOTE TESTING OF IS INTEGRATION (10-DAY PROCESS)

ATS IS INTEGRATION VERIFICATION

TEXT END USER TRAINING

GO-LIVE FOR HIS INTEGRATION AND TEXT

HIS INTEGRATION AND TEXT OPERATIONAL EVALUATION

FOLLOW-UP TRAINING FOR ALL SYSTEMS

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INSTALLATION TEXT SYSTEM

TRAINING/FOLLOW-UP

TOTAL CUSTOMER SATISFACTION.

At Dictaphone, we realize that providing technical solutions is only part of the equation, and that products are only as good as the people who support them. With this in mind, Dictaphone offers a fully comprehensive support program, which beyond Project Management includes a team of skilled experts to support your system before, during and long after installation.

- Dictaphone conducts a thorough evaluation of your organization before any system recommendation is made.
- Your system is installed by experienced Dictaphone trained engineers, knowledgeable with your application.
- Experienced Dictaphone Application Training Specialists design and implement training plans to ensure a successful system rollout and utilization.
- The Dictaphone Customer Support Help Desk is equipped to monitor and maintain peak system performance twenty-four hours a day, seven days a week.

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