

SGA Business Systems (www.sga.com)

SGA Business Systems was founded in 1984 and we are IBM/Lotus Premier Partner since 1994.

We are dedicated to the strategic and effective use of collaborative solutions throughout your organization. From secure e-mail and web access to custom integrated business process solutions.

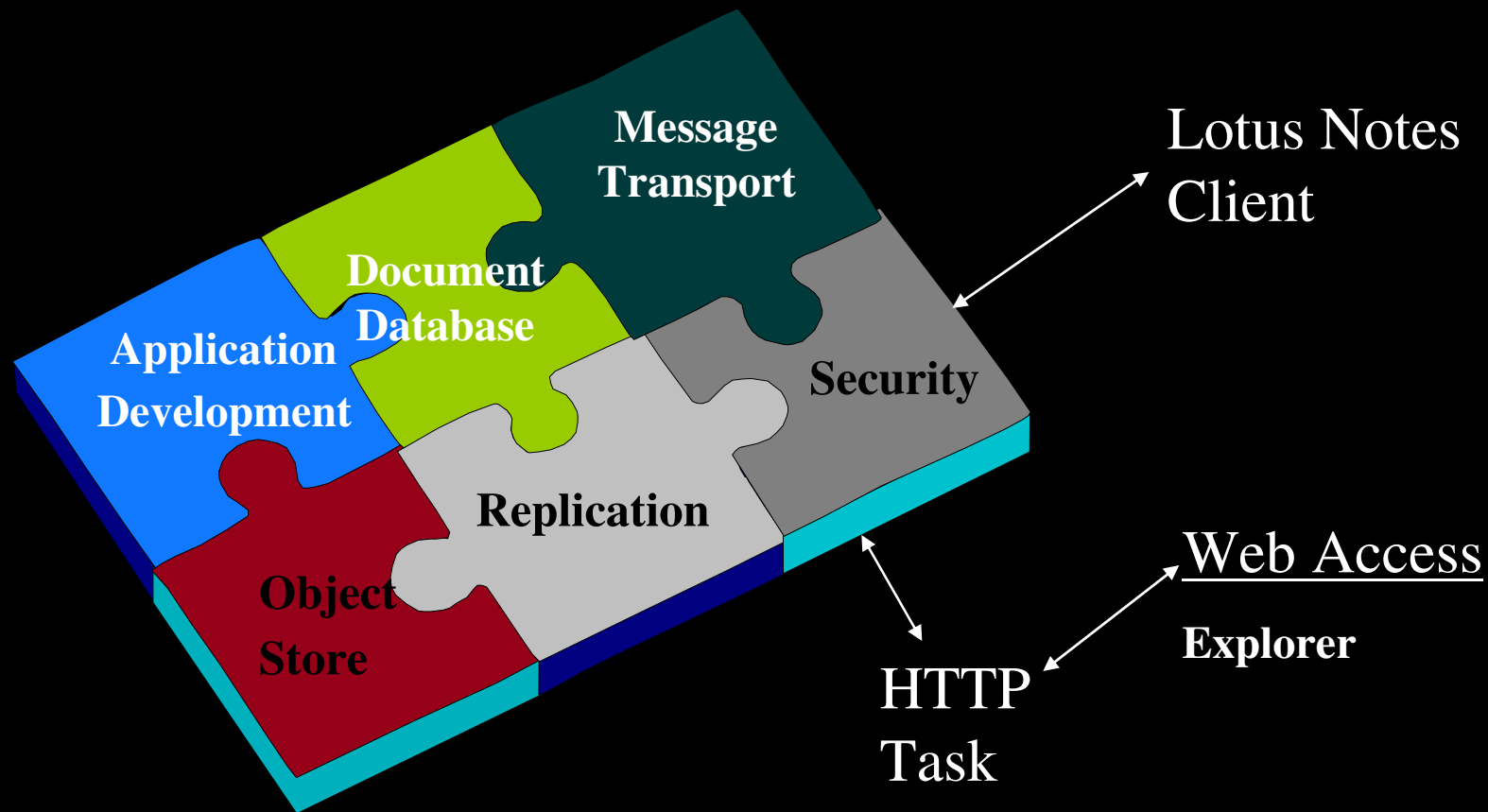
Goal

Our goal is to ensure your success by working with you during every phase of design, development, training, and support.

Why Lotus Notes/Domino?

By using a Lotus Notes/Domino infrastructure your solutions and e-mail will be secure, reliable, scalable, easily accessible, and portable. Moreover, since all your information replicates to servers and portable PC's, you have backup copies in many locations and can work anywhere, anytime.

Lotus Notes Architecture



Ready to customize solutions

- o Project Management
- o Sales Prospect Management
- o Customer Resource Management (CRM)
- o Employee Time, Travel, and Expense Management
- o Integrated e-mail for Lotus Notes, the Web, and BlackBerry PDA

Custom Business Process Solutions

A solution which meets your unique needs, resulting in

- o information being shared worldwide;
- o a global standardization of business processes and communications;
- o communications beyond e-mail

Hosting Services

SGA is a full service Lotus Notes/Domino hosting provider. From website, e-mail, and internet replication services to applications hosting and management, We manage all your server administration needs including iNotes and the RIM Blackberry wireless Domino e-mail solution.

- o Lotus Notes e-mail and calendar (direct access & replication)
- o Mail and Calendar access via the Web (Internet Explorer)
- o Wireless e-mail and calendar (Blackberry)
- o Website (from simple to sophisticated with client interaction)
- o Lotus Notes/Domino Solutions
- o Virus Protection
- o Spam Management

Strategic Interchange

- o Standardized business process management
- o Integrated communications
- o Hands-on training
- o Notes and Web-based E-Mail usage (hands-on)
- o Blackberry usage (hands-on)
- o Support methodology
- o Feedback/Q&A/Next Steps

Success Factors

Success requires:

- o database design which reflects current business processes;
- o management buy-in and usage;
- o effective training and quality feedback from all users;
- o information which is accurate and up-to-date;
- o effective end-user support;
- o reliable infrastructure (PC's, Networks, Software);
- o internal solution champion.

Success Agreement

The purpose of the Success Agreement is to ensure our solutions are successful in your organization by aligning them with your business processes, properly training users and receiving feedback, and providing ongoing support.

When you agree to the following terms you will receive our solutions at no cost.

o **Align solution with business processes** - Every solution requires modifications and enhancements to meet the unique needs of each firm. SGA will provide design, modifications, and enhancement services.

o **Strategic Interchange** - The purpose, business process changes and technical aspects of the solution must be properly conveyed to users. Of equal importance, users will give critical feedback. SGA will provide in-depth hands-on training to ensure users understand the objectives, business processes and Notes Client collaborative techniques.

o **Ongoing Support** - Ongoing support is critical to the success of any solution. SGA will provide application support on an as-needed basis and is billed hourly.