



ClientBridge



Surebridge™
Always There.

Solutions | **Services** | Partners | Industries | Customers

Strategy. Implementation. Outsourcing. Optimization.

Overview

Today's software applications leverage a myriad of constantly changing technologies. Managing these technologies can be a daunting and time-consuming task. For these reasons many organizations are turning to application outsourcing. At the same time organizations are concerned about giving up control and losing visibility of how their systems are performing and being managed.

Surebridge's ClientBridge Management Portal provides organizations with a complete view into the day-to-day management and performance of the application hosting environment. An integral component of Surebridge's Application Management Services, ClientBridge goes beyond traditional IT staff-oriented portals in offering CXOs, IT managers and end users access to a number of web-based functions to assist in their day-to-day relations with Surebridge.

Completely integrated into the portal are client care and help desk, self-service, billing, system monitoring and reporting management functions – allowing for real-time access into open and closed work requests, billing information, system availability and utilization. ClientBridge also provides access to client-specific knowledge management, content management and account administration, placing all aspects of the Surebridge relationship in the customer's control and ensuring maximum customer satisfaction.

ClientBridge key features include:

- Secure access to centralized dashboard, providing key application management metrics
- Personalized role-based view for executives, IT staff and end-users into important information
- Complete 24x7x365 customer care solution for logging, tracking and updating service requests
- Searchable knowledge base repository
- Real-time access to key reports to track all aspects of the service level agreement performance
- Detailed billing information including open and closed invoices and payment transactions
- Full account and user administration console
- Comprehensive self-service content management solution
- Automated process workflows that ensure prompt escalation and resolution of all application and infrastructure-related issues

(Continued...)



ClientBridge



Surebridge™
Always There.

Solutions | **Services** | Partners | Industries | Customers

Strategy. Implementation. Outsourcing. Optimization.

ClientBridge benefits:

- Unifies all aspects of system management, performance and customer care into a single management portal
- Increases visibility and control for all stakeholders (CXOs, IT Managers, end users) into how their outsourced application is performing
- Improves your information technology team's ability to respond to demands from your lines of business
- Improves system availability and reliability through continuous monitoring
- Mitigates risk by leveraging industry-leading management solution
- Provides superior level of customer satisfaction through quicker and more effective problem resolution
- Lowers total cost of ownership

The screenshot shows the Surebridge ClientBridge portal. At the top left is the Surebridge logo with the tagline 'Always There.' and the date 'Today is Saturday May 31, 2009'. The user is logged in as Bernd Leiger. The main content area is titled 'Surebridge Portal ClientBridge' and is organized into several sections:

- SureCare:** Reports that there are 342 work requests currently open, 797 work orders closed in the last 30 days, and provides links for entering new requests or getting help.
- Documents:** Lists 'Most Popular Documents' (Clientbridge FAQ, Project Plan, 2840 General Firewall Policy) and 'Most Recent Documents Posted' (Project Plan, SB Scheduled Downtime and Maintenance, SB Contacts and Escalation Process).
- Contacts:** Lists staff members: Bob Higgins (Siebel Application Manager), PC Helpdesk (Helpdesk Consultant), Steve Cavallo (Helpdesk Consultant), Donna Adams (PeopleSoft Client Manager), and J.P. Dowd (Client Partner).
- Server Status:** Shows 'Database' as online and 'Server Status' as active.
- In the News:** Includes 'Press Releases' (Surebridge Gains Traction in Mid-Mar..., Surebridge Closes Another Successful..., Microsoft Business Solutions and Sur...) and 'Upcoming Events' (Using Microsoft CRM to its Fullest P...).

The footer contains navigation links (Home, SureCare, Server Status, News, Contact, Logout), contact info (1.877.SURE.ASP, Legal and Privacy, Surebridge), and a copyright notice (© 2002 Surebridge, Inc.). A 'Comment on this page' link is also present.

(Continued...)



ClientBridge



Surebridge™
Always There.

Solutions

Services

Partners

Industries

Customers

Strategy. Implementation. Outsourcing. Optimization.

Detailed overview of Modules

SureCare

- Create and monitor service incidents
- View, filter, and search open and closed service incidents
- View billable hours for an incident
- Research troubleshooting tips & hints
- View information on key client-specific contacts for any inquiry
- Search resolutions to problems in the SureCare KnowledgeBase

Surebridge Content Management

- View and search custom-specific documentation, including policies and procedures, tips and hints, customization documentation, project plans, escalation procedures, environment diagrams, training documentation and frequently asked questions
- Post, edit and update any kind of document

Report Management

- View monthly reports, including information on expected vs. actual service availability, response times to service incidents, database and server performance, network traffic and other performance indicators
- Create ad-hoc reports on key application and service metrics

Monitoring

- 24x7x365 monitoring of applications, operating system, servers and network provided by Surebridge Command Center
- ClientBridge provides real-time access to key performance indicators so that the customer can have the same insight into the performance of the systems as Surebridge

Administration Console

- Full self-service management functionality to add or modify users, manage groups, edit client profile, post and edit client-specific content

(Continued...)



ClientBridge



Surebridge™
Always There.

Solutions

Services

Partners

Industries

Customers

Strategy. Implementation. Outsourcing. Optimization.

About Surebridge

Surebridge, the leading provider of outsourced enterprise application solutions for middle market companies, delivers brand name application choice and affordable strategy, implementation and outsourcing services. Surebridge's complete portfolio comprises ERP, CRM, eBusiness integration and productivity applications, driving efficiencies into business processes and adding value to customers, partners, shareholders and employees alike. Its full service offerings include software selection based on business need, rapid and precise application deployment, upgrade services, secure hosting, application management and continuous business improvement solutions. By providing outsourced business-critical enterprise-level applications, Surebridge provides tremendous cost savings to its customers. In addition, Surebridge's offerings are enhanced with a constant eye toward value through high-touch customer service. Surebridge offers vertical expertise in the manufacturing/distribution, financial services, healthcare/pharmaceutical, services, publishing/media & communications, and public sector industries. The company was founded in 1997 and is headquartered in Lexington, Mass. For more information, please visit www.surebridge.com, or call **781-372-3222**.

© 2003, Surebridge, Inc. All rights reserved. All trademarks and/or registered trademarks referenced herein are the properties of their respective owners.