

Netpractise
digital communication innovation

Netpractise Limited

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professional services | it's all about service!



Netpractise operate a simple 'on-demand' service-delivery system, which enables you to utilise both Netpractise and your existing service-delivery resources efficiently and effectively to achieve your project goals. Typically we operate two service-delivery systems:

Global Turnkey Delivery

This is our preferred method of service-delivery, in which you can rely on Netpractise to provide the complete turnkey solution to your requirements from consultancy, design and development, to installation and on-going maintenance and support "in-house. As our client, you can be assured of:

- Single point of contact, throughout the project [Project Manager]
- Complete procurement management
- Complete delivery management
- Single point of accountability and responsibility
- Ensemble Delivery Services

Service Select Delivery

Alternatively, you may also opt to utilise selected aspects of Netpractise Services and Solutions, in conjunction with your own resources and/or a 3rd-parties.

The Netpractise team have many years experience working in synergy with client personnel and 3rd-party contractors to deliver successful projects. When working as an ensemble it is vital that rigorous and effective project management is enforced to ensure that all parties are working in unison with a united vision. Where required, we are happy to extend our Project Management services to cover 3rd-party contract works in order to maintain a single point of contact.

professional services | solution consultancy



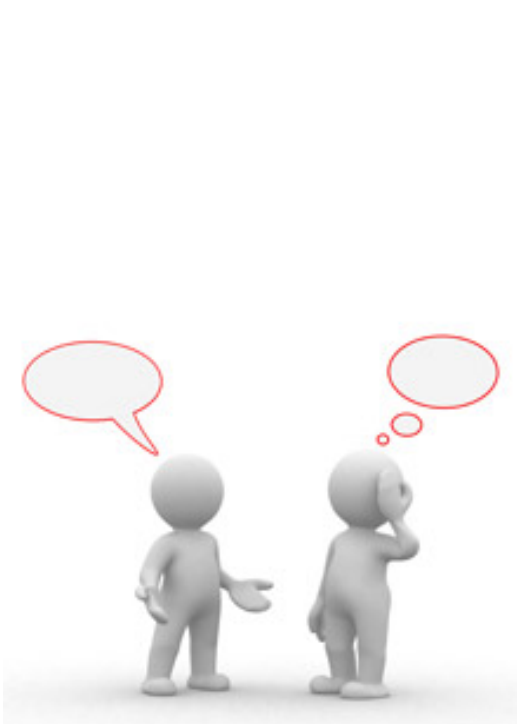
Netpractise consultancy services provide an important tool in identifying the true root-issues of your multimedia communication needs and assessing the tangible value of system integration.

The consultative process enables all parties to develop a solution strategy, which will fully address your short, medium and long term requirements and optimize your potential ROI (Return on Investment). In addition we can assess the impact of new technology deployment upon related areas of your legacy systems and your business.

The results of consultative assessment become an integral resource for specifying and designing your communication solutions.

- What are you trying to achieve ?
- What is the best portfolio of solutions to achieve your goals ?
- What System Architectures would be best suited to your environment ?
- Which systems and associated hardware will best deliver the results ?
- How would the solution be supported during its life-cycle ?
- Have you considered all of the dependencies and impact of deploying a solution ?
- Is the solution re-enforcing your values and brand guidelines ?
- What operating and procurement model would optimize your Return on Investment ?
- What is the “Refresh Strategy” for the solution ?
- How will you measure the success ?

professional services | site assessments



Site assessments and surveying is a vital component to the success of any project. A comprehensive understanding of the physical location and associated local factors and dependencies, ensure a smooth project delivery.

Our surveyor will attend site with your project liaison. Utilising consultative briefs, checklists and technical assessment tools, the surveyor will walk-through the solution requirements and ascertain any site-oriented information, which may be pertinent to the solution proposal and deployment.

Survey and assessment information is then collated and utilised by the Systems Design team and Project Manager to ensure that our solution proposal is fully contingent with your legacy network and building infrastructures.

professional services | system architecture design



Our System Design Team personnel are highly qualified to ensure the utmost standards of design quality.

Our team will utilise the information, which has been collated from consultation sessions, site assessments and surveys. In liaison with your account manager and your project team, our designers will devise and cost the best-value solution for your short, medium and long-term requirements.

Our solutions proposal documents are published with version-controls, enabling all parties to track the solution development and agree on final proposals. Our systems design services are available both as an integrated process of our solution delivery and as a consultative service for:

- **Bespoke design of multimedia system solutions**
- **Evaluation of 3rd-party solution designs**
- **Technology review and evaluation sessions**
- **3rd-party solution verification ["as installed" assessments]**
- **Creation of "Invitation to Tender" documents (ITT)**

professional services | project management



The coordination and implementation strategy of your solution provider is vital to the quality and successful delivery of your requirements.

Netpractise Project Coordination procedures have been developed over many years of successful project installations to ensure the coherent delivery of your project and to quickly identify and resolve any issues during the project deployment.

Scope and Definition

- Working with the Design Architect and Client to confirm that the proposed design meets all requirements and deliverables
- Ensuring our scope-of-work and deliverables are clearly defined as acceptance criteria
- Ensuring that all dependencies and pre-requisites pertaining to our scope of works have been fully identified and handed-over.
- Internal handover of the solution from our Design Architect to our Project Manager

Risk Assessments and Method Statement (RAMS)

- Production and publication of RAMS document to the Client
- Detailing those risks associated with the project delivery
- Detailing risk-management analysis with recommended alternatives and contingencies
- Detailing of standards-based methodology for delivering the project

Planning and Communication Streaming

- Working with the Client to create and agree a Project Plan utilising industry standard MS Project.
- Defining Key-Stages, Milestones and Dependencies
- Managing the Project Plan throughout the Project Delivery
- Working with the Client to formulate an agreed communication stream for the project
- Defining Variations and Change-Order procedures
- Defining contact details and escalation processes

Project Delivery

- Stage-Managing project delivery in liaison with the Client
- Collation of Project Documentation
- Maintaining standards and quality assurance
- Risk and Contingency Management

Witness Testing and Acceptance

- Witness testing the installed solution in liaison with the Client
- Confirmation of all deliverables and acceptance criteria
- Sign-off

Handover and Closure

- Production of Handover Documentation
- Publication of Handover Documentation for Client (archive copy retained for Support)
- Project Closure (including internal handover to Maintenance and Support team)

professional services | installation engineering



Netpractise offers a comprehensive portfolio of professional installation engineering services for audiovisual and multimedia system solutions. Our teams of professional engineers provide qualified specialist services in the physical installation and commissioning of:

- DigitalProMedia digital media content management equipment
- HydraVision digital signage equipment
- VseeNet.tv HD Video Conferencing equipment
- MultiQ Queue Management equipment
- Displays, projectors, plasma/LCD/LED screens, stands and mountings
- Multi-screen Video Walls
- Audiovisual equipment
- Networking equipment
- Structured cabling systems; Cat5e, Cat6, Optical fibre
- RF systems; MATV, Satellite, Digital, UHF, FM, Coaxial
- Audiovisual, electrical and lighting management systems
- Bespoke systems

Netpractise installation engineering services are available 24/7/365 in order to fulfill your project delivery requirements. All our engineers are governed by Netpractise policies and procedures in line with best-practice and our Health and Safety policy.

professional services | systems configuration



Netpractise offers a comprehensive portfolio of systems configuration engineering services. Our network engineers are fully qualified on systems configuration, with professional teams providing specialist skills in the following application areas:

- **DigitalProMedia digital media content management networks**
- **HydraVision digital signage systems**
- **VseeNet.tv HD Video Conferencing Networks**
- **Multi-Q Queue Management Systems**
- **Digital Asset Management Networks**
- **IPTV Network Television Systems**
- **Crestron / AMX / Pronto Programming**
- **Local Area Networking [LAN]**
- **Wide Area Networking [WAN]**
- **Virtual Private Networks [VPN]**
- **Wireless Networking [WiFi / MetroNet]**
- **Windows Network Domains**

Netpractise systems configuration engineering services are available 24/7/365 in order to fulfill your project delivery requirements. All our engineers are governed by Netpractise policies and procedures in line with best-practice and our Health and Safety policy.

professional services | user applications training



So you've invested in new technology solutions and applications to optimize the way you communicate... but how do they work?

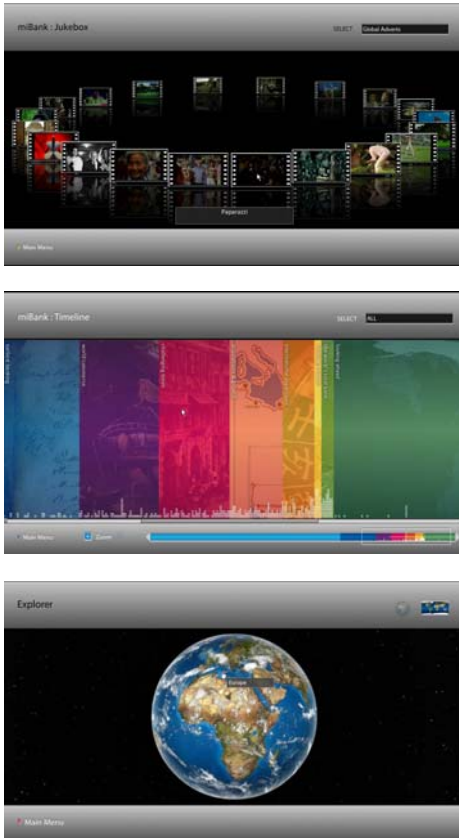
The most common contributing factor to poor return on investment in technology is a lack of 'adoption' by the intended users of the solution. This has been seen across all technology sectors from IT applications software, to telephony systems, to mobile phones, PDAs and Blackberries to videoconferencing.

It's understandable that the IT Manager knows what he's procured. However most system users are typically not of the 'Playstation generation' or 'IT literate' and can be as apprehensive to using new technology as they are to recording a TV program at home. Effective user applications training is an essential element to the success of any technology deployment and audiovisual/communication systems are no exception.

Netpractise view applications training as fundamental to the handing over of any solution. With this in mind, our User Applications Training Program is offered with every significant solution deployment, ensuring that you get the widest adoption and engagement in the solution by your users and optimal return on your investment.

Our application trainers can either provide scheduled on-site 'workshops' for a nominated number of users. Alternatively we can provide our "Train the Trainer" approach, where we provide comprehensive training to a number of your key support team, who then provide in-house training for the rest of your personnel. So you've invested in new technology solutions and applications to optimize the way you communicate... but how do they work?

professional services | creative studio



Netpractise can provide a wide range of digital multimedia production services.

Our digital media design teams will work in synergy with your appropriate personnel (e.g. marketing and communications dept.) to develop your multimedia communications strategy and create content with the desired impact. We are able to cater for the design and development of all digital media contents formats e.g.

Flash | Mpeg | WMV | AVI | Jpeg | Gif | Bitmap | EPS | PowerPoint | HTML | PHP | WAV etc.

We specialise in custom-designed interactive applications for touch panels, interactive video walls and Magic Planet surfaces. We can also assist with conversion of existing analogue-format media such as audio or video tapes and printed imagery into compatible digital-format files. The media teams have years of experience in helping to develop and build brands and corporate identities, delivering a coherent message to your audience.

Under our Managed Service Contracts, regular creation, publishing and scheduling of digital media content can also be outsourced to Netpractise.

professional services | managed services



With the development of broadband network technologies, the ability to outsource multimedia and network solutions has become a popular alternative.

Utilising flexible and effective remote communication and management tools, outsourcing enables you to continue to focus on your core-business, while Netpractise takes responsibility for the on-going management and delivery of your multimedia systems. Our Managed Service contracts can work in unison with our flexible financing solutions, enabling you to effectively manage your costs, through fixed or flexible monthly payments.

Netpractise Managed Services are available across our following core-business solutions:

- DigitalProMedia.tv digital media networks
- VseeNet.tv HD video conferencing networks

professional services | flexible finance



There are many reasons why financing can be the most attractive solution to funding your multimedia investment. Whether you are looking to control cash-flow, manage tax efficiency or simply leverage your ability to acquire a solution which may be beyond the means of a straight cash-purchase, we can provide assistance.

Netpractise offers a wide range of flexible financing solutions to help you fund your investment in a Netpractise multimedia system. In conjunction with our Managed Service contracts the procurement, deployment, maintenance and support of your multimedia systems can be bundled in a single manageable monthly payment.

Our financial services are backed by the UK's leading technology-asset lenders and are tailored to your individual requirements. Financial service consultations and/or written quotations are available on request.

Netpractise is a registered credit broker with the Office of Fair Trading, No. 559806. Finance is offered strictly subject to status. Your asset may be at risk if you do not keep up your repayments.

professional services | tender management

Netpractise consultancy can also be engaged for professional assistance in the 'production-of' and the 'response-to' commercial bid documentation. Our bid-team works with both service-providers and end-users alike to ensure the goals are achieved at a "best-value" proposition. Utilising all of our technical and professional resources, we provide assistance in the management of:

Consultation and Strategic Planning

- Technology
- Project Planning and Resource Modeling
- Budget Analysis
- Risk Analysis

Systems Design

- Detailed system designs
- Detailed budgeting
- Assistance with vetting / short-listing service-provider

Solution Procurement

- Production and Distribution of RFI / RFP / Tenders
- Response evaluation
- Acceptance testing evaluation
- Contractual terms

Deployment

- Project Planning
- Project Management
- Acceptance / Witness Testing
- Collation and Production of Handover documentation

