STAFF REPORT
SAUSALITO CITY COUNCIL

AGENDA TITLE:
Springbrook Software Migration and Acquisition

RECOMMENDED MOTION:
Move to approve the migration of the Springbrook financial system software to Version 7 .NET, and to approve an addendum to the Springbrook software license agreement for the acquisition of the Human Resources software module

DISCUSSION

The City of Sausalito has been using the existing Springbrook financial software for over nine years. Although the City regularly installs the periodic software service packs, the City has never upgraded the software to higher versions and is currently operating on Version 6.02. Later Version 6 upgrades provided increased functionality, and included enhanced productivity tools (e.g., downloading reports to Excel files rather than into .PDF documents). Springbrook substantially improved its software with Version 7. It is based on a true client-server architecture and it is deployed on a .NET platform, a database platform that supports large databases without any degradation in performance. Springbrook financial applications are now available on Version 7.06.

The City currently has software license agreements for the following Springbrook applications:
- Accounts Payable
- Accounts Receivable
- Automated Clearing House (ACH) Interfaces
- Bank Reconciliation
- Cash Receipts
- Departmental Services
- General Ledger
- Payroll
- Project Management
- Purchase Orders

During the City's semi-annual strategic planning sessions, upgrading the Springbrook software has been a high priority for the City Council and staff. Accordingly, the City budgeted an appropriation of $25,000 for the migration from Version 6.02 to the current version 7.06. The net cost for the entire migration process is $24, 806.

Fixed Asset accounting is currently performed in a complex series of linked Excel worksheets that reconcile to the City's General Ledger. The Springbrook Fixed Asset module is a complete Asset management application, tracking value and depreciation from acquisition through disposal. It is designed to meet GASB 34 requirements and it is powerful enough to meet all of the City's fixed asset accounting needs. The system is fully integrated with Accounts Payable, Purchase Orders, and General Ledger. Although not as efficient as the Springbrook module, the linked Excel worksheets do accomplish the basic financial reporting needs for the City. The City budgeted an appropriation in the amount of $15,000 for the purchase of an additional Springbrook module – fixed assets. The cost for the Fixed Asset module is approximately $7,000.

However, the City has a competing need for a Human Resources module to provide a comprehensive solution to manage all of our employee information. Currently, the City does not have reporting capabilities that meets all FMLA and EEOC requirements as well as other human resource demands faced by governmental entities today. I.e., these reports must be prepared manually and the effort to produce information consumes considerable amounts of staff time that could be utilized more productively. Springbrook's HR module:

- Maintains and tracks comprehensive, user-defined applicant and employee information (including promotions, transfers and terminations, pay rates, earning history, benefits history, deduction history, retirement data, review information, dependent information, user-defined miscellaneous information and more...) in one location.
- Easily retrieves applicant/employee information and history via versatile search functions
- Allows entry of applicant data all at once or as application-process progresses
- Processes applications individually or in groups
- Uses hierarchy of user-defined requirements (special skills certifications, testing and educational requirements, etc.) to rank applicants
- Allows comprehensive monitoring and reporting of status of all job openings as well as all applicant files
- Uses applicant records to build employee records after an applicant is hired
- Gracefully handles multi-level position and salary structures through user-defined Grades/Steps
- Handles automatic mass rate change calculations
- Easily rolls current employee information from prior year to new year
- Provides flexible and simple ad hoc reporting - create completely custom reports with Query by Example feature
- ***Tightly integrated with Springbrook's General Ledger, Payroll and Project Management modules.***
- Ensures data is secure with administrator-set security at field level
- Streamlines position-budgeting processing by allowing "what-if" projections

The net cost for implementation of the Human Resources module is $15,000.

FISCAL IMPACT
The migration and new module acquisition is fully appropriated in the amount of $40,000 in the FY2010 City General Fund budget.

STAFF RECOMMENDATIONS
Staff is recommending that the City migrate its existing financial applications to Version 7.06. In addition to and based on the urgency for the need for a comprehensive Human Resources solution, while recognizing that the series of linked Excel worksheets meet the basic accounting and reporting needs for fixed assets, staff is further recommending that the City purchase a new Human Resources module instead of the Fixed Asset module.

RECOMMENDED MOTION
Move to approve the migration of the Springbrook financial system software to Version 7 .NET, and to approve an addendum to the Springbrook software license agreement for the acquisition of the Human Resources software module

IMPLEMENTATION
A successful migration of the Springbrook application and database to V7 concomitant with the implementation of a new HR module will require close teamwork between the City and Springbrook. Staff will require the development of a Comprehehnsive Project Management Plan. Under the guidance and aegis of the Finance Committee, the Project Management Plan will cover as a minimum the following required items for a successful migration:
- Project Charter
- Scheduling
- Change Management
- Business Process Improvements
- Chart of Accounts Re-Design
- Migration Training
- Application Training
- Custom Code Rewrites
- Data Conversion
- Testing and Performance Strategies
- Implementation Planning
- Transitions to Maintenance
- Celebrations
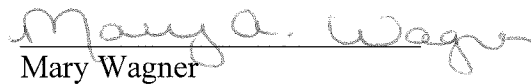- Post-implementation Debriefs/Lessons learned

ATTACHMENTS
- V7.NET Migration Agreement
- Springbrook Client Appreciation Awards Program
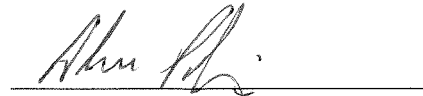- V7 Hardware and Software Requirements

PREPARED BY:

Charlie Francis
Administrative Services Director

REVIEWED BY:

Mary Wagner
City Attorney

SUBMITTED BY:

Adam Politzer
City Manager

Springbrook

Customers who chose to migrate to Springbrook Software's .NET (V7) software are provided with the software at no charge in accordance with the customer's annual maintenance agreement. However, services associated with the actual upgrade, such as training and implementation management, technical services and requests by client for Springbrook Software to rewrite any custom software to operate in the .NET environment are outside the scope of the customer's annual software maintenance agreement. These services are invoiced on a time-and-material basis.

A successful migration of the Springbrook application and database to V7 requires close teamwork between each of our respective organizations. During this process you and your staff will be working with nearly every department within Springbrook's organization. Staffing resources from the following departments will play a major role in your migration:

- Sales/Marketing
- Implementations
    - Project Management
    - Training
- Programming
- Conversions
- Quality Assurance
- Technical Services

The professional service fees identified in this Agreement are described on the following pages and include:

- ➤ Migration Project Management
- ➤ Migration Training
- ➤ Custom Code Rewrite of Software (if applicable)
- ➤ Data Conversion
- ➤ Technical Service for installation of the new database release and new .NET release

Migration Management Services:

Our goal is to provide your organization with the highest quality products and services during your migration, and to ensure as little impact on your normal business operations as possible during this process.

Upgrade Services include the following:

- Project Management to plan, schedule and track the complete migration process
- Project Management to maintain communication with client, both verbally and in writing, regarding schedules, tasks and events throughout the process.
- Project Management to schedule and manage internal resources of support, programming, technical services, and training.
- Technical services to assist client in assuring they have the necessary hardware configuration for maximum performance with V7 (.NET).
- Technical services to create, ship and assist in installing the latest software application files on the server.
- Technical services to order and assist in installing the latest database manager software at the client's site.
- Technical services to copy and retrieve the existing data, migrate to .NET, then install the newly upgraded data back to the client's site.
- Scheduling and coordination of on-site, classroom, or Internet training covering the changes in the software from V6.0x to .NET.
- Scheduling and coordination of training for financial applications, utility billing applications, and ancillary applications. This training may occur on different dates and be performed by different instructors.

Migration Training:

While work behind the scenes is a critical component to a successful migration, so too is the training your organization will receive from an accredited Springbrook trainer. Each migrating client will require varying degrees of training based on which version your organization is migrating from, coupled with the collection of modules actively used within your organization.

Our experienced and accredited training staff will provide your users with the tools, knowledge and instruction on how to best utilize the new features and functionality we have introduced within V7.

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Training will be conducted in a "train the trainer" approach so that your key staff members are fully versed on how to properly use the new application, which in turn will allow them to train occasional or infrequent users when the need arises. Additional refresher training and/or training on reporting tools is always welcome but must be requested in advance of the migration. Any additional sessions may require that the trainer remain onsite for longer period of time and must be a part of the bid proposal.

Custom Code Rewrite of Software (if applicable):

If your organization has any custom programs that Springbrook Software developed, our programming staff has conducted an initial high-level review of the custom code that we maintain on file for your organization. We have included budget figures as if your organization chooses to have the program(s) re-written to operate in a .NET environment. While it is our intent to continually add new standards to the application, not every piece of custom code for your organization has the potential of being eliminated.

A full, detailed custom code analysis will be conducted for your organization upon written notification to Springbrook that you would like to proceed with a migration to this new version. It is at this time that our business analysts and programming staff will be able to completely review each custom program to determine whether or not it is standard functionality in V7 or whether an alternate means exists that delivers the same, or better result.

Progress V10 – Explanation of Licensing:

Clients have shared with us that with the added functionality that has been introduced within Springbrook Software's Version 7 (V7) which utilizes .NET technology, they'd like to deploy this version of software more widely across their organizations to "Casual users" for inquiry only access, provide them the ability to run their own reports, enter their own time, PO's etc. An optional component called "Access Agents" is now available for both Progress and SQL database users in order to deploy V7 to more employees within your organization. More information about this licensing scenario is described in the last paragraph. The migration of existing database licenses to operate in Springbrook Software's V7 .NET environment is described below.

V6.00 to V6.06 Clients utilizing Progress as their database

During the migration from any Springbrook Software Versions V6.00 through V6.06 to V7, the earlier purchased individual licenses for Progress will be upgraded/traded in. These two previously purchased components (Workgroup Database and Client Networking) will be upgraded/traded in for Progress OpenEdge 10.1B Workgroup Database and Progress OpenEdge 10.1B Application Server Enterprise at no charge.

Processing of reports, calculations etc. in V7 no longer take place at the workstation. As a result, processing is faster because jobs run on the server and PC's are no longer "tied up" during processing of larger jobs. The Progress OpenEdge 10.1B Application Server Enterprise component is installed as part of the migration and serves as a "middle-tier" that performs all the processing that used to take place on the workstation. In other words, the Client Networking component that was required in Version 6.nn is no longer required. As part of the migration management service, one of the specialists from our Technical Services group will assist your organization implement Application Server Enterprise and instruct you how to remove Client Networking from the PC's during the project.

The type of licensing described in this section is for "Heavy Users"; those using the system two or more hours per week. If your organization decides to purchase additional licenses of this type as part of migrating to V7 please discuss pricing with your Springbrook Software upgrade manager.

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V6.00 to V6.06 Clients utilizing SQL as their database

During the migration from any Springbrook Software Versions from V6.00 through V6.06 to V7, the earlier purchased individual licenses for Dataserver for SQL licenses will be upgraded at no charge. This component will be upgraded to Progress OpenEdge 10.1B Workgroup Database. As part of the migration management service, one of the specialists from our Technical Services group will assist your organization during this process.

Processing of reports, calculations etc. in .NET no longer take place at the workstation. As a result, processing is faster because jobs run on the server and PC's are no longer "tied up" during processing of larger jobs. An additional component called "Progress OpenEdge 10.1B Application Server Enterprise" is required in V7. This is the "middle-tier" that performs all the processing that used to take place on the workstation. In other words, the Client Networking component that was required in Version 6.nn is no longer required. The licensing for this piece is required and costs an additional $110 per SQL license and is included in the pricing.

The type of licensing described in this section is for "Heavy Users"; those using the system two or more hours per week. If your organization decides to purchase additional licenses of this type as part of migrating to V7 please discuss pricing with your Springbrook Software upgrade manager.

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V6.07 Clients utilizing Progress as their database

During the migration from Springbrook Software Version V6.07 to V7, the earlier purchased Progress OpenEdge 10.1B Workgroup Database licenses are still utilized and there is no additional cost for this component when migrating to V7.

In V7, processing of reports, calculations etc. no longer takes place at the workstation. As a result, processing is faster because jobs run on the server and PC's are no longer "tied up" during processing of larger jobs. The previously purchased Progress OpenEdge 10.1B Client Networking component is upgraded, at no charge, to Progress OpenEdge 10.1B Application Server Enterprise and is installed on the server. This is the "middle-tier" that performs all the processing that used to take place on the workstation. As part of the migration management service, one of the specialists from our Technical Services group will assist your organization implement Application Server Enterprise and instruct you how to remove Client Networking from the PC's during the project.

If your organization has a quantity of ten Client Networking Licenses, an equal number of Application Server Enterprise license are required. There is no charge to "swap out" this component.

The type of licensing described in this section is for "Heavy Users"; those using the system two or more hours per week. If your organization decides to purchase additional licenses of this type as part of migrating to V7 please discuss pricing with your Springbrook Software upgrade manager.

V6.07 Clients utilizing SQL as their database

During the migration from Springbrook Software Version V6.07 to V7, the earlier purchased Progress OpenEdge 10.1B DataServer for Microsoft SQL licenses are still utilized and there is no additional cost for this component when migrating to V7.

In V7, processing of reports, calculations etc. no longer takes place at the workstation. As a result, processing is faster because jobs run on the server and PC's are no longer "tied up" during processing of larger jobs. An additional component called "Progress OpenEdge 10.1B Application Server Enterprise" is required in V7 that is installed on the server. This is the "middle-tier" that performs all the processing that used to take place on the workstation. As part of the migration management service, one of the specialists from our Technical Services group will assist your organization during this process.

If your organization has a quantity of ten Data Server Licenses, an equal number of Application Server Enterprise license are required. The licensing for this component is required and is an additional $110 per Application Server Enterprise license. This figure is included within the pricing.

The type of licensing described in this section is for "Heavy Users"; those using the system two or more hours per week. If your organization decides to purchase additional licenses of this type as part of migrating to V7 please discuss pricing with your Springbrook Software upgrade manager.

Access Agents for both Progress and SQL databases

For our clients who want/need them, we were able to negotiate a new offering from Progress called "Access Agents". Each Access Agent "covers" up to 100 "Casual Users" for $2,500 plus maintenance. (A Casual User is loosely defined as someone who uses the system for less than two hours per week). For example, if, in the example in the preceding section, your organization had ten existing licenses that "ported over" to ten licenses that now operate with V7 and you'd like to provide five new "casual" users access to the system for a few hours per week, a block of 100 licenses is available for $2,500. This is a far better value than ordering five individual "Heavy User" licenses as outlined in the preceding paragraph. Furthermore, your organization will still have 95 licenses left to distribute as you see fit. Again, this licensing structure is intended for users that require access to the system two hours or less per week whereas the licensing described in the preceding section is for "heavy" users of the system.

If your organization decides to purchase an Access Agent license as part of migrating to V7, please discuss pricing with your Springbrook Software upgrade manager.

Summary of Project Costs

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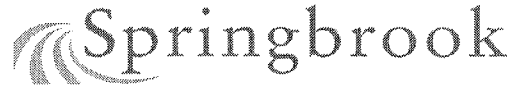
V6.00 to V7 (.NET) Migration Pricing for: City of Sausalito, CA

Application/Products	Bdgt for Custom Code Rewrite	Training & Consulting
Finance Suite (GL, AP, ACH, Bank Rec, Bdgt)	$0	$3,600
Extended Budgeting & Forecasting		
Standard Federal/State Reporting		
AP Electronic Check Signature		
AP Positive Pay		
Purchase Orders	$0	included in GL
Requisitions	$0	included in GL
Payroll	$3,825	$3,600
Decentralized Time Entry with Elec. Approval		
PR Electronic Check Signature		
PR Positive Pay		
Project/Grant Accounting	$0	$600
Miscellaneous Accounts Receivable	$2,700	$600
Central Cash Management/Point Of Sale	$3,150	Included in GL
Progress Report Builder		
*** NOT APPLICABLE-Crystal Reports used in .NET ***		
Total	**$9,675**	**$8,400**
Migration Management Services	$9,000	
Business Process Study - Existing Modules via phone	$6,000	
Total Other	**$15,000**	
25% Client Appreciation Rewards Program Discount	-$8,269	
Total Estimated Project Costs	**$24,806**	

Prices Valid for 180 Days from Sept 15, 2009

5 - Named Users (Application Server)

> Pricing is based on standard contract - deviation from standard contract terms may result in modified prices.
>
> Training and Consulting time includes all time, onsite and remote, that Software consultants and other Springbrook resources expend on this engagement. Custom Rewrite and training and consulting amounts above are not-to-exceed estimates and your organization will only be invoiced for the actual hours of training and consulting time used.
>
> Training Estimate does not include travel time or expenses.

Client Appreciation Rewards Program Discount
  - Client Agrees to participate in Case Study

Optional Pricing Proposal for: City of Sausalito, CA

Application/Products	Application License Fees	Training & Consulting	Project Management
Advanced Query/Reporting Training (Web)			$100/hr.
Add'l Onsite Training		$150/hr	
Workflow Requirement Analysis - 30 hours		$4,500	
Individual Workflow Setup, $150.00 Per/Hour		$150/hr.	
Contingency Budget for Add'l Training		$150/hr.	
Add'l App. Server Tier Licenses - "Heavy" Users	$600/ea. + Maint.		
Access Agent for "Casual" Users - Up to 100 Licenses	$1,750 ea. + Maint.		

Prices valid for 180 days

Additional Migration Information:

- The above costs do not include travel expenses for Springbrook staff members. These are typically bid approximately 3 to 6 weeks prior to the scheduled migration date.
- The training for each application is our best estimate. Actual costs will be based on $150 per hour.
- Migrating to V7 of the application and database will allow the use of Microsoft Windows Vista operating system.
- When migrating to V7, it may be necessary for us to re-write, test and review custom code currently on file for your organization for this new environment. However, in many cases some or even all custom code can be eliminated because it may now be part of the standard base application. A full review of your custom code will be conducted and documented by our Programming Dept., and a final cost estimate will be provided for any custom item(s) that need to be rewritten for V7. This will typically take place several months in advance of the migration.
- There will be no increase in annual maintenance costs for the products/modules licensed to the organization when migrating to this new version of the application. However, standard increases may apply as normal in future years.
- Migrations are managed by a Project Manager. He/she will act as your main point of contact for all scheduling and questions.

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Payment Terms

- Once we receive this signed authorization, we will generate an invoice for a <u>25%</u> deposit ($5,850) for the Training, Consulting, Business Process Study (BPS) and Migration Management services outlined herein. (If there is a budget amount to rewrite custom, no portion of that amount is factored into the down payment amount). Upon receipt of deposit, a Springbrook Software Project Manager in our Implementations Department will be assigned who will work with your agency to work with your agency to schedule and oversee the entire project.
- An additional 25% of the Training, Consulting, and Migration Management services will be invoiced upon project "kick-off". The final 75% of the BPS will be invoiced at this time as well. Project kick-off will normally take place twelve weeks prior to the actual trainer arriving onsite and may involve, but is not limited to, review of any custom software we have written, securing copies of your files for review, and ongoing communication with your Project Manager.
- The final 50% of the Training, Consulting and Migration Management services will be invoiced upon project completion.
- Software Customization. Once the project is underway, if it is determined that a rewrite of existing custom is required, a detailed statement of work and quote is completed and will be presented for approval. If approved, 50% of the bid amount will be invoiced upon customer sign-off. The final 50% will be invoiced upon delivery and customer acceptance.

Acceptance of Migration Agreement

By signature below, you are accepting the terms of this proposal in its entirety and have authorization rights for entering into such an agreement on behalf of the City of Sausalito, CA. For immediate processing, please fax this signed page back to Char Baumgardner within Springbrook at the following number: 503-820-4537.

_____   _____
Client Signature   Printed Name   Date

_____   _____
Client Signature   Printed Name   Date

                                     Char Baumgardner_____
_____
Springbrook Software   Printed Name   Date

Springbrook

Date _____

Number of pages including cover sheet 4

_____

To: Char Baumgardner - Springbrook

Email	char.baumgardner@sprbrk.com
Phone	503-820-2241
Fax Phone	503-820-4537
CC:	

From: Charlie Francis – Finance Director

City of Sausalito, CA

Email	cfrancis@ci.sausalito.ca.us
Phone	415-289-4105
Fax Phone	

REMARKS:

☒ Process   ☒ For your review   ☐ Reply ASAP   ☐ Please comment

Charlie,

When the agreement is approved, please sign, date, and fax fax pages 8-10 to Char's attention at the number highlighted above.

If you have not received confirmation from Springbrook Software of receipt of this facsimile within 3-business days, please phone Char at the number above to ensure there was not a problem with the transmission.

Thank you for your continued business!

Jim Nelson
Territory and Upgrade/Migration Manager
jim.nelson@sprbrk.com
320.229.3907 – Direct Line

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. Net Investment Pricing Proposal for Sausalito, CA

Hourly Rt	$150
Population:	7,161
Number of Employees:	75
Number of UB Accounts:	0

Application/Products	Application License Fees	Training & Consulting	Project Management
Human Resources	$9,000	$6,000	$1,800
Misc. Work Flow Processing Set-up		tbd	tbd
Document Attachment & Cataloging	Included		
Integrated Report Archival	Included		
Total	$9,000	$6,000	$1,800
Business Process Study	$1,800		
Total Other	$1,800		
Existing Client Discount	-$3,600		
Total Estimated Project Costs	$15,000		

UB Payment minimum = $1,000

Prices valid for 90 days

Pricing is based on standard contract - deviation from standard contract terms may result in modified prices.

Training and BPS Estimates do not include travel time or expenses.

Monthly Rental and Leasing Options are available

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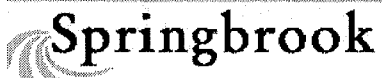
Springbrook

Thank you!

Client Appreciation Rewards Program

Designed as a way to say thank you to clients who have helped bring new business to Springbrook, the Client Appreciation Rewards Program is an exciting point-based incentive system. Participating clients can earn such rewards as dollars off products and services, and fun gifts like catering and Springbrook promotional items. In an economy like today, Springbrook is pleased to offer clients an additional cost-saving solution.

Why not participate and start saving today?

- Receive dollars off products and services
- Catering
- Springbrook promotional items and more

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How the Client Appreciation Rewards Program Works

The Springbrook Client Appreciation Rewards Program is designed to give our thanks to clients for their support in creating opportunities for us to build relationships with new organizations. This program will enable current Springbrook clients to earn points based on the type of assistance provided, and to redeem those points for rewards. These points, referred to as Springbrook dollars, will be redeemable for any services, products, or programs that Springbrook offers. Additional rewards will be available for individuals that wish to participate in the program. Upon redemption, individual users must have approval from their organization.

Categories and Point Values

Categories	Point Value	Additional Points if Activity Leads to a Sale	Notes
Attend the Springbrook Software Client Conference	1	0	Maximum one point earned per organization per year.
Host a Regional User Group Meeting	3	0	Maximum 12 points earned per organization per year.
Provide a qualified lead	10	40	See *.
Host a prospective client site visit	40	10	
Take call from prospective client	1	0	See **.
Proactively calls a prospective client**	3	0	See **.
Acts as a case study participant and assists with crafting article for a trade publication	5	0	Article must be published.
Attends a tradeshow that Springbrook is attending and acts as a reference by proactively recommending Springbrook to prospects	5	0	Must spend at least 30 minutes in Springbrook's booth when prospects are present.***
Other (as determined between client and territory manager)	TBD	TBD	Must be approved by Vice President of Sales & Marketing Scott Stickel.

* A qualified lead is defined as an organization that is looking to purchase software within the next 18 months and is deemed to be a good candidate by the territory manager for Springbrook Software.

** Point(s) will be granted if client sends a confirmation email to larissa.armitage@sprbrk.com with details about conversation two-three days after call.

*** Client must prearrange with Springbrook territory manager.

Please note: a higher number of points will be given to certain categories if that activity leads to a sale; all points are subject to approval by Scott Stickel, vice president of sales & marketing.

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Description of Rewards

Rewards for Individual Users & Staff	Points*
Two Springbrook logo coffee mugs	1
Five Herfie cows	2
Catered coffee and donuts	5
Amazon.com $50 gift card	5
Short-sleeved Springbrook logo polo shirt	6
Long-sleeved Springbrook logo button-down shirt	9
Catered lunch (up to five individuals)	13
Catered lunch (six-ten individuals)	25
Catered lunch (11-15 individuals)	45
One complimentary Client Conference registration	40
Products & Services Rewards for Organizations	One point is equivalent to ten Springbrook dollars.

To redeem Springbrook dollars, please contact
Larissa Armitage, sales assistant, by calling toll-free 866.256.7661
or via email at larissa.armitage@sprbrk.com.
*Please note: point values are subject to change.
Please verify item and number of points needs upon redemption.

Thank you

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Springbrook
Relationships beyond software

Point Tracking

Date	Points Earned for:	# of Points	Running Point Total	Notes

Use this sheet to keep track of the points your organization earns.
Simply photocopy this blank sheet as needed.

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Springbrook

V7 *Hardware & Software Requirements*

Intel-compatible Servers and Workstations

Following are the minimum hardware requirements for a server and workstation running the Springbrook Software applications. The software and operating systems requirements listed are explicit, so they are the only products and versions supported.

Server:

- **Operating System** - Windows 2003 Server, Windows 2003 R2 Server, Windows 2008 Server *(32-bit and 64-bit for all versions)*, Red Hat Enterprise 4 & 5, SuSE Enterprise Server 9 & 10. *Please note that using Windows Server 2008 or Linux will require an additional computer, running any of the supported Windows operating systems listed below under Workstations, be made available to host the database and application server management tool. This computer does not have to be dedicated to this purpose, but it does need to be made remotely available to the Springbrook staff. Linux support currently includes only the database manager and not the application server.*
- **Database Manager** – *This applies only to customers choosing to use Microsoft SQL Server rather than Progress for their database server.* Microsoft SQL Server 2005 *(Microsoft SQL Server 2008 not currently supported)*
- dual 2.4 GHz Xeon single-core processors, or equivalent
- 4 gigabytes of RAM
- 40 gigabytes of hard drive space available for Springbrook
- hard disk drives in a RAID 1 or 1+0 configuration – RAID 5 and 6 are discouraged
- CD-ROM or DVD-ROM drive
- high speed Internet connection (i.e. DSL, cable modem, T1), or 56 Kbps modem and modem phone line *(for support purposes)*
- Symantec pcAnywhere32 v10 or later, or Microsoft Terminal Services, or Citrix Metaframe, or GoToMyPC *(for supporting the server installation)*
- backup device (i.e. tape drive) or service
- uninterruptible power supply (UPS)
- LAN connection using the TCP/IP protocol
- HTTP server for distributing client application link
- server must be a member of an LDAP-compatible directory, such as Active Directory

Workstation:

- Windows XP Professional *(with Service Pack 2)*, or Windows Vista Business *(with Service Pack 1)*
- 2 GHz Pentium IV, or equivalent
- LAN connection using the TCP/IP protocol
- a minimum of one workstation must have an Internet connection and e-mail capability
- 1 gigabyte of RAM
- remote users over a public network *(e.g. Internet)* must use a VPN connection
- users must authenticate to an LDAP-compatible directory, such as Active Directory
- Microsoft Office 2003 or 2007

V7 Archiving

Clients should review their server's free hard drive space to accommodate potential archiving of data. Springbrook's technical services department can assist clients in completing this review.

Printers

Laser printers, which are compatible with Microsoft Windows and HP PCL 4, 5, or 6 are required for use with the Springbrook applications. For clients that generate large print jobs, additional memory for the printer may prove necessary. Laser printers are required for printing checks in the Springbrook applications.

Line and dot matrix printers may be used for specific reports in Utility Billing only. Springbrook cannot guarantee the performance or compatibility of these printers, either with our applications or with Windows. Springbrook will configure the applications to provide compatibility for dot matrix and line printers on a "best effort" basis only. The formatting of reports for these printers is custom and is billed at the current hourly rate. Maintenance of such reports is also billed hourly.

Although inkjet printers are very popular, Springbrook cannot guarantee their compatibility with our software and their use is not supported.

Hardware and Network Configuration and Maintenance

All operating systems are the sole responsibility of the client to configure, implement and maintain. It is the client's responsibility to accurately set up all peripherals to be used in conjunction with the operating system and the application software. This includes, but is not limited to: mapping the correct network path (as needed), installing the correct print driver, installing and configuring any necessary print server devices, and correctly configuring the Windows server's spooler processing service (as needed). Springbrook does not accept responsibility for poor performance due to incorrect or inefficient hardware, operating system software or network configuration.

Because Springbrook's primary goal is to provide our clients with support for our applications, we highly recommend that a partnership be established with a network-proficient consultant prior to moving to a Microsoft Windows server environment and migrating to the Springbrook applications. This will provide clients with the security and timely response to hardware and networking problems and will allow the Springbrook staff to provide assistance for software-related issues.

Springbrook will assist clients in determining whether a problem is due to a hardware/network issue or a Springbrook/Progress application issue. Springbrook reserves the right to bill clients for any hardware and network assistance unrelated to our applications and the Progress database manager. This service is provided at our current hourly rate.