



Statement of Qualifications
Effective: January 2010

About Netfor

Netfor was founded in 1995 and is based in Indianapolis, Indiana. Netfor offers two core services; Help Desk and Onsite Field Support. Both of these services can be used as fully outsourced solution to a consulting relationship where we guide you on providing more efficient I.T. Support. Netfor continues to provide services at a world class level and remains differentiated through its ability to seamlessly integrate within its clients operations. This is because of Netfor's best practices which follow the Information Technology Infrastructure Library (ITIL) framework.

For additional information on Netfor, please visit <http://www.netfor.com>.

Netfor's Core Market

Our target market includes organizations with 200-50,000 people that are serviced by I.T. Netfor can begin servicing the organizations IT help desk needs and then expand into other contact center engagements in the back-office, shared services and then eventually into the front office. Passing the new found organizational power of single point of contact (SPOC) onto the business through savings and more efficient delivery of service. Netfor has experience servicing several key industries including government, healthcare, retail, manufacturing and property management.

Our opportunity to engage with a client is typically influenced by:

- an organization's willingness to outsource business processes
- an organization's current state and maturity of single point of contact call centers and help desk
- an organization's desire to reduce costs

We envision our clients to be a best-in-class Service Provider that we are partnered with to align with and maximize the NET value of service FOR users of the service. Our company is comprised of both technically and emotionally intelligent service managers and service agents with special capabilities and aspirations strategically aligned with the value they deliver Netfor and its' clients.

Areas of Expertise

Netfor's 24hr 365day a year help desk can meet the demands of today's businesses. With our sizable support staff and their technical expertise, help desk calls are answered and resolved quickly, while providing business intelligence of the services affected back to the business. The Netfor help desk works as a liaison between customers and those providing the service by handling all calls.

At Netfor, we have developed a full-featured service management application called Service Management Portal, which is 100% online and provided in a *Software as a Service* (SaaS) model. Whether a customer is looking to complement its existing support staff with ours or just needs a better tool, our service portal is an excellent solution. Frequently occurring problems are entered into our knowledge base enabling customers to get answers quickly any time of day or night.

Netfor is a leader in providing consistent, quality, onsite technical support services. With a private nationwide network of field service technicians, Netfor is able to meet the demands of today's fast paced deployment needs. Netfor's technicians are trained to diagnose malfunctions, perform installations and upgrades, deploy networks, and migrate data from existing to new systems. By performing the majority of the work remotely, we are able to cut time spent onsite in half of other providers while delivering quality that is unprecedented in the market. We are an authorized reseller and support channel of products by popular vendors such as Microsoft, Hewlett Packard, IBM, and Dell. We also work with customers to streamline procurement needs by providing a single entry point to place orders of only customer-approved hardware and services. Through our integration center we are able to provide customers with inventory storage at our facility that also enables us to set up and deploy systems with maximum efficiency.

Key Client Profiles and Recent Notable Projects by Service

Service (Help) Desk

Company Name	Apartment Investment Management Company (AIMCO)
Primary Contact Name/Title	Todd Richey, IT Director of Customer Support
Contact Telephone Number	(864) 239-1065
Industry/Sector	Housing
Length of Relationship	8 Years
User Base	3,100 (national and multi-location client)

AIMCO, Inc. is a property management firm with over 1600 locations and 7500 employees. They needed a support company that could keep up with their growth and provide services nationwide. In 2002 Netfor was brought on to fill AIMCO's support needs. Through extensive use of remote assistance technologies Netfor has been able to resolve most of AIMCO's IT issues from our support facility. Some support requests have required contacting system vendors. In these situations we handle the customer service call to major vendors such as Dell, Hewlett Packard, Microsoft, and IBM serving as an intermediary. This has led to a reduction in their downtime and an increase in their overall efficiency.

Subject Service: Service Portal

Company Name	Community Health Network (CHN)
Primary Contact Name/Title	Richard Copple, Vice President and Chief Technology Officer
Contact Telephone Number	(317) 355-4719
Industry/Sector	Healthcare
Length of Relationship	7 Years
User Base	10,100

In 2003 Community Health Network, which operates a group of hospitals in the Indianapolis area was looking to supplement their existing support staff. They turned to Netfor and our service portal due to its ease of use and ability to integrate. Now whenever a problem occurs, all support requests are fielded at our facility first and handled by our trained medical technology experts. If the problem cannot be resolved at our level it is then escalated to an onsite technician at Community Health Network. By supplementing their support staff Community Health Network was able to reduce the load on their support staff without having to hire additional personnel. The portal's knowledge base has proved to be an invaluable tool for their support staff. This central repository contains solutions for resolved issues entered by our technicians and their support staff. Solutions to common problems therefore are resolved quickly. In addition we provide up to date on line reports on the quality and efficiency of our services.

Subject Service: On Site Support

Company Name	United Parcel Services / The UPS Stores (UPS)
Primary Contact Name/Title	Tim Davis, VP of Technology
Contact Telephone Number	(858)882-5766
Industry/Sector	Retail
Length of Relationship	12 Years

User Base	25,000+
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Mail Boxes Etc. approached us back in 1998 about managing deployment efforts for their nationwide network of more than 3400 stores. They chose us because of our extensive network of field service technicians located in all 50 states and Puerto Rico. Our service contract consists of opening over 1000 stores as well as configuring and deploying more than 1200 systems annually. Our field service technicians install the hardware and one of our offsite technicians completes the deployment by configuring and testing the system remotely. In 2001 Mail Boxes Etc. was re-branded as The UPS Store. We continue to provide dependable deployment services and as the exclusive onsite vendor of The UPS Store now provide system inventory and data migration services. Netfor's support services consistently saves Mail Boxes Etc. and The UPS Store more than \$500,000 annually. In April of 2001, Mail Boxes Etc. awarded Netfor with its prestigious Vendor of the Year award.

Management Team Profiles

Jeffrey D. Medley, President & Chief Executive Officer

Jeffrey Medley has been the President and CEO of Netfor, Inc. since founding the company in 1995. He has lead the company through rapid growth, increasing sales an average of 50 percent a year and expanding Netfor's coverage area.

Mr. Medley is responsible for identifying and contacting businesses which would benefit from Netfor's services. Netfor, Inc. provides the hardware, software and networking support needed by corporate enterprises and franchises by utilizing custom-tailored (remote) service desk and onsite support services. The coverage area of Netfor currently extends throughout the entire United States and Puerto Rico.

Before starting Netfor, Mr. Medley earned his Bachelor's of Science Degree in mechanical engineering from Purdue University. He has five years experience as a mechanical engineer with Hughes Aircraft Company in El Segundo, California. Mr. Medley returned to Indianapolis to develop his concept of providing technical support to franchises and multi-location organizations while reducing the need for onsite technicians.

Jerry Kerns, Vice President of Technology

With more than 25 years of information technology experience, Mr. Kerns is responsible for Netfor's enterprise infrastructure and technology as well as for delivering information and telecommunications services to Netfor's operations group, clients and partners. Mr. Kerns is also responsible for maintaining the relationships with technology and telecommunications vendors.

A resident of Bainbridge, Indiana, Kerns' experience includes Unix security and systems administrator, seven years of virtual services hosting, six years of database administration, and five years of networking design and integration.

Prior to joining Netfor, Kerns served as a General Manager and CIO for Computer Basics, Inc. where he was responsible for project and product research, development and engineering; as well as workstation and server design. Kerns was also responsible for operations, employee management, as well as purchasing and inventory management at Computer Basics.

Kerns has additional experience as a corporate accounts manager, purchasing agent and webmaster. He attended Indiana University-Purdue University Indianapolis (IUPUI), focusing on systems analysis and design.

Travis McIntyre, Vice President of Operations

Travis McIntyre serves Netfor as Vice President of Operations. McIntyre handles structural design of general process systems, and business processes (enterprise architecture, policy and procedures, logistics, project management framework, etc.). He is responsible for the oversight and management of the service desk and ITSM consulting services. He also maintains responsibility for facilitating the delivery of high quality service management to Netfor's clients that maximize business value.

These process systems are implemented following frameworks of established best practices such as ITIL (Information Technology Infrastructure Library) and MOF (Microsoft Operations Framework).

Before coming to Netfor, Mr. McIntyre served for 2 years as the Key Accounts Business Analyst for Micro X-Press Inc. as the sole representative managing the purchases and solutions of IT hardware and software for over 200 key accounts. Prior to Micro X-Press Mr. McIntyre served 3 years as the General Manager for Computer Renaissance managing 5 locations.

A resident of Carmel, Ind., McIntyre joined Netfor in June 1999. He attended Indiana University-Purdue University Indianapolis (IUPUI), studying computer technology, business administration and informatics. He is ITIL Service Management Certified. He has successfully completed the Microsoft Certified Systems Engineer Program and holds Multiple MCP (Microsoft Certified Professional) designations. He is also a member of HDI (The Help Desk Institute) and a published author on subjects pertaining to ITSM and emotional intelligence.

Edward Rudd, Head of Application Development

With over 20 years of programming experience in over a dozen different programming languages across a dozen different platforms, Mr. Rudd brings in a wealth of knowledge and experience in building the infrastructure that runs the day to day operations on the Service Desk at Netfor. He manages the development lifecycle from concept to production and focuses on high quality, reliable code to run Netfor's flagship product, the Service Management Portal.

Before coming to Netfor, Mr. Rudd worked as part of a five member IT Department at Rochester College in Michigan, where he attended school as well. There he managed several servers as well as designing and building several web applications to run and manage the day to day operations including phone processing code, network accounts, and phone billing. He also built several web applications including a Virtual College web application for use by the Extended Learning division of the college.

Sterling Satterfield, Field Service Manager

Sterling Satterfield has been with Netfor for over 6 years and is responsible for the delivery of onsite services including maintenance, installation and break-fix to various clients. He currently oversees training, scheduling and provides technical expertise to over 300 Field Service Technicians across the United States.

Before joining Netfor, Sterling had various information technology positions in 16 years, including Unix Administrator in the United States Navy, Lead Field Service/Help Desk Technician for Brightpoint, Inc and Technical Advisor – Level III Helpdesk Support for Daou Systems.

A resident of Indianapolis, IN., Sterling has completed Military "A" School Training in Information Technology and completed a 2 year Core Program and received an Information Systems Core certificate from Coleman University in San Diego, Ca. He is currently working to complete his PMP certification due for completion in June 2010.

Why Netfor

Netfor understands service management. We specialize in the services we provide and offer multiple ways to engage with us. What separates Netfor from other support companies is our emphasis on alignment to your business model and ensuring what we provide compliments what you provide to your customers. When your business changes we change as all of our services are structured to remain in alignment with ensuring IT is delivering what the business needs and with the quality that the business requires. We develop and utilize best in class processes and online tools allowing us to resolve 92 percent of problems remotely, which is why we are able to offer a superior service at an affordable price. Our nationwide network of field service technicians has the ability to provide onsite services throughout the United States. Each client's critical success factors and the service levels associated to them are individually managed....working with the client to ensure their needs are continually being met. All of this translates into reduced downtime and improved efficiency for your business.