

April Belverstone

From: Austin Najar <austin.najar@netdocuments.com>
Sent: Thursday, July 09, 2020 5:10 PM
To: April Belverstone
Subject: Implementation Clarification

April,

Per our conversation earlier today, I wanted to clarify how implementation of NetDocuments is handled. NetDocuments does not provide internal professional services or implementation as part of your initial setup. Instead we work with a set of technology partners who are all trained and certified to implement and configure the NetDocuments system. They also will work with you to move your current data into the NetDocuments repository as part of that process.

When working with an organization, we help select the partner who will be the best fit for you using a number of factors. One is cost. Our partners come in a variety of fashions, from small solo consultants to large technology providers. Because of that, implementation costs can vary widely from organization to organization. As a NetDocuments representative, we have a better idea of the costs that your group can take on. The second is location. We try to match you with a partner that is close by so that if there are major issues with implementation (a rarity but it does happen at times), they can get on-site rather quickly and with minimal cost in order to ensure that is fixed for you. While most of the time implementation is completely remote, we do try to use geography as a factor. This also works in your favor during training and go-live on the system if there is a need for on-site training of any of your people.

Because of these factors, we have selected Mainbrace Consulting and Dan Livingston as the best partner for the city attorney's office should you choose to go forward with implementation. Please let me know if there are any additional questions. Thanks.



Austin Najar

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