Here's your chance to win a **2004 PROCESS INNOVATION AWARD**! Just fill out this Nomination Form in its entirety, and submit it to Kinetic Information by September 27, 2004. (Be sure to include the appropriate processing fee: $150.00 (US) when submitting on paper, $125.00 (US) when submitting via e-mail to awards@kineticinfo.com.)

This form contains several sections that are designed to capture information about specific aspects of the nominated solution:

Part I: About the Nominator
These questions ask you to provide fairly basic details about the organizations and people who are nominating the solution.

Part II: About the Nominee
These questions ask you to provide fairly basic details about the organization that purchased the nominated solution and the people who helped implement it.

Part III: About the Nominated Solution
These questions ask you to provide information about the nominated solution, including a rundown of its implementation cost, the number of users it encompasses, the computers, operating systems, and technologies it uses, and other pertinent information.

Part IV: The Gory Details
These essay-type questions are your opportunity to tell us more about the solution you are nominating and why it is so good. Please answer these on separate sheets of paper, and in the order in which they appear here. Also, please keep your responses down to three or four paragraphs per question. We're not looking to make more work for you by asking for a book – we'd just like to hear, in your own words, what's so special about this particular application.

Finally, please be aware that by submitting this nomination, you are giving Kinetic Information and IMERGE Consulting permission to speak and write about your system without restriction as part of our regular activities. We're always looking for successful implementations to highlight and want to be sure we can give your excellence its due every chance we get.

And that's it! Thanks for your submission, and good luck.

PART I: ABOUT THE NOMINATOR

1. Who should be our primary contact for information about the nominated solution?

   Name _____

   Title _____

   Company _____

   Address _____

   City _____ State _____ Zip _____

   Country _____

   Phone _____ Fax _____ E-mail _____

   Role in Creating the Solution _____

   Type of Organization

   ☐ Systems Integrator   ☐ Vendor
   ☐ VAR   ☐ Other (specify)
                                            _____

2. Who should be our secondary contact for information about the nominated solution?

   Name _____

   Title _____

   Company _____

   Address _____

   City _____ State _____ Zip _____

   Country _____

   Phone _____ Fax _____ E-mail _____

   Role in Creating the Solution _____

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PART II: ABOUT THE NOMINEE

3. What is the name of the organization are you nominating?

4. For which department(s) was the nominated solution developed?

5. Who at this organization should be our primary contact for information about the nominated solution?

    Name _____

    Title _____

    Company _____

    Address _____

    City _____ State _____ Zip _____

    Country _____

    Phone _____ Fax _____ E-mail _____

6. To whom at this organization should the award be presented if the nominated solution is chosen as a winner?

    Name _____ Title _____

    Phone _____ Fax _____ E-mail _____

7. In which of the following vertical market or horizontal application areas is the nominated organization primarily active? (Please check only one.)

    ❒ Education
    ❒ Financial Services
    ❒ Manufacturing
    ❒ Government
    ❒ Health Care
    ❒ Insurance
    ❒ Transportation
    ❒ Utilities
    ❒ Other (specify)

    ❒ Customer Relationship Management
    ❒ Finance & Accounting
    ❒ Hosting Services
    ❒ Human Resources
    ❒ Portals
    ❒ Procurement
    ❒ Professional Services Automation
    ❒ Supply Chain Management
    ❒ Other (specify)

    _____   _____

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PART III: ABOUT THE NOMINATED SOLUTION

A. The Purchase Process

8. When was the solution installed? *(mm/yyyy)* _____

9. When did it enter full production? *(mm/yyyy)* _____

10. Who was the primary developer of the nominated solution?

   ❑ Major Software Vendor ❑ Hardware Vendor
   ❑ Independent Software Vendor ❑ VAR
   ❑ Internal MIS Resources ❑ System Integrator
   ❑ Internal Resources with Vendor/Integrator ❑ End User Organization

11. How many products and/or vendors were evaluated before the final selection was made?

   _____

12. How long did it take to evaluate the candidate solutions? _____

13. How long did it take to authorize the purchase of the solution? _____

14. How long did it take to implement the solution? _____

15. Which of the following implementation services were utilized?

   ❑ Feasibility Study/ROI Study ❑ Toolkit Training
   ❑ Strategy Development/Consulting ❑ Other Training
   ❑ Process Analysis ❑ End-User Training
   ❑ Maintenance ❑ Other (specify) _____

16. Who was involved in the evaluation process and purchase decision?

   ❑ Line of Business Management ❑ Records Management
   ❑ Line of Business Users ❑ Senior Management
   ❑ IT Management ❑ Other (specify) _____

17. How much did the nominated solution cost to implement? $_____

18. How was that cost accounted for? *(Total = 100%)*

   ___ % Hardware ___ % Integration/development
   ___ % Non-custom software ___ % Change management/consulting
   ___ % Custom software ___ % Training/installation
   ___ % Other (specify) _____

19. How long did/will it take to recoup this investment? _____

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B. Usage/Volume

20. How many users:

- access the system in total?   _____
- access the system remotely? (% or no.)   _____
- access the system with a wireless device? (% or no.)   _____
- access the system from <u>other</u> organizations? (% or no.)   _____
- do you expect to access the system in total

in 2004?	in 2005?	in 2006?	in 2007?
_____	_____	_____	_____

21. What volume of documents and/or data does the nominated solution handle daily? What do you expect this volume to be in three years?

	Today	In Three Years
No. of documents handled daily	_____	_____
Amount of data managed daily	_____	_____

C. Underlying Infrastructure

22. On what basis is the nominated solution hosted?

- ❑ Internal
- ❑ Facilities Management
- ❑ Other (specify)
- ❑ Outsourced
- ❑ Offshored
- ❑ ASP

_____

23. Which categories of technology does the nominated solution use?

CONTENT-RELATED

- ❑ Archiving/COLD/ERM
- ❑ Content Management
- ❑ Data Warehousing
- ❑ Document Management
- ❑ ERP
- ❑ Other (specify)

- ❑ Forms
- ❑ Imaging
- ❑ OCR/ICR
- ❑ Portals
- ❑ Records Management

- ❑ Search/Retrieval/Indexing
- ❑ Scanning
- ❑ Storage

_____

KNOWLEDGE-RELATED

❒ Asset Management
❒ Business Intelligence
❒ Collaboration/Groupware
❒ CRM
❒ Other (specify)

❒ Data Warehousing
❒ E-Learning
❒ Email
❒ Forums

❒ Help Desk
❒ Instant Messaging
❒ Knowledge Management
❒ Sales Force Automation

_____

DELIVERY -RELATED

❒ Business Process Management
❒ EDI
❒ Messaging
❒ Peer-to-Peer
❒ Other

❒ Printing
❒ Web
❒ Wireless
❒ Workflow

_____

INTEROPERABILITY-RELATED

❒ Application Servers
❒ Directory Services
❒ EAI
❒ Middleware
❒ Web Services
❒ XML
❒ Other

INTEROPERABILITY WITH

❒ CRM
❒ Email
❒ ERP
❒ Forums
❒ Instant Messaging
❒ Sales Force Automation
❒ Other

_____   _____

OTHER

❒ Business Activity Monitoring
❒ Computer-Integrated Telephony
❒ Digital Asset Management
❒ Other

❒ Digital Video
❒ VoIP
❒ Voice Synthesis/Recognition

_____

24. What type(s) of computers are encompassed by the nominated solution? (Please check all that apply, indicating quantity where appropriate.)

	QUANTITY	
TYPE	Server	Client
❒ Mainframe		
❒ Workstation		
❒ Desktop PC		
❒ Notebook PC		
❒ Desktop Mac		
❒ Notebook Mac		
❒ Mobile Devices (PDAs, tablets, etc.)		
❒ Other (specify)		

_____

25. Which operating system(s) does the solution use? (Please check all that apply.)

OPERATING SYSTEM	CLIENT	SERVER
Windows 3.x/9.x/Me	❒	❒
Windows NT/2000	❒	❒
Windows XP	❒	❒
Linux	❒	❒
SCO-Unix	❒	❒
HP-UX	❒	❒
AIX	❒	❒
Solaris	❒	❒
Palm	❒	❒
Mac OS	❒	❒
Java	❒	❒
Other (specify)		
_____	❒	❒

PART IV: THE GORY DETAILS

1. Describe the nominated solution's primary application (e.g., claims processing) and system configuration (e.g,. major platforms) in terms a new user would understand.

2. What makes this solution outstanding or unique? (Please list in bullet form.)

3. What were the top five business imperatives that led to its implementation (e.g., to cut costs, improve customer service)?

4. Are these imperatives typical of the vertical market in which the nominee is active, or were they particular to the nominee at the time?

5. What process did the nominee follow when evaluating and selecting its solution?

6. What were the top five reasons the nominee chose the technology partners it did (e.g., price, reputation, reseller recommendation), and what other partners did he/she consider?

7. What were the top five barriers to implementing the nominated solution (e.g., enabling interoperability, organizational politics, technology convergence)?

8. What technical tasks were involved in implementing the solution and bringing it into full production?

9. What process management and cultural issues had to be addressed to implement the solution and achieve positive ROI, and how were these issues addressed?

10. Describe and quantify the benefits the nominee received from its implementation in terms of its productivity, profit, positioning, or competitive standing.