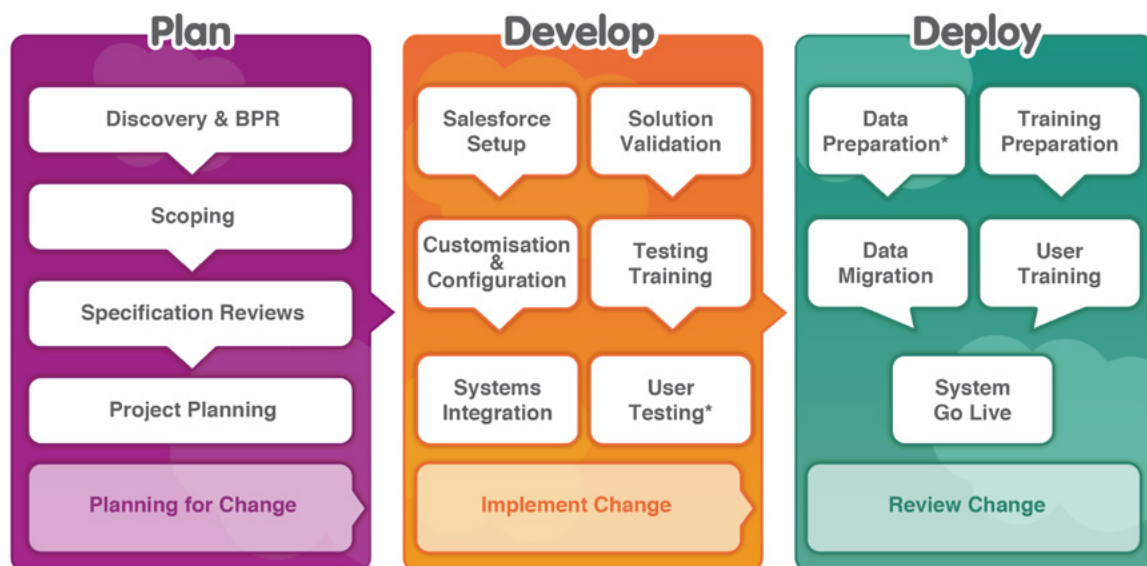


AdvanceForce GapFit Implementation[®] for Salesforce CRM.

We typically apply this unique method of deploying Salesforce CRM when one requires significant customisation of the system, but still want to use as much standard functionality as possible. A GapFit focuses on the functionality that needs to be customised or developed whilst using standard Salesforce processes where possible. This option provides for an agreed deliverable at a fixed fee. A Gapfit results in a very disciplined and quick implementation using our agile implementation process illustrated below:



*Customer Responsibility

We determine a fixed fee for the **Plan** phase that would include a Gap Specification. The **Plan** Phase commences with scoping sessions followed by a system design and specification document which is provided for review and approval. We also provide a fixed fee quotation for both the **Develop** and **Deploy** phases, based on the approved specification.

During the **Develop** phase, setup, configuration and systems integration is done based on the specification document. Full support is provided during user acceptance testing. Data migration support and training of both end-users and system administrators are done during the **Deploy** phase. Industry best practices are applied throughout.

We provide assistance and advice on the preparation, structuring, migration and uploading of available data into the Salesforce database. A GapFit is delivered with or without formal project management. Formal change management procedures and disciplines are required to ensure system adoption and on-going usage.