



Signature Series Relationship

The Neighborware Signature relationship is the ultimate customer focused partnership. The Neighborware team is fully focused on your success. Our objective is the same as yours – maximize the usefulness of the system to maintain fresh, relevant content that brings users back to the site frequently.

That is why Neighborware not only offers the most complete toolkit available on the market, but we back that up with a wealth of services and support that assures the success of your community network.

With Neighborware you get complete customization and flexibility. Neighborware does not squeeze your community into our template and layout system like other products. The site set up will include discussions with the Neighborware team to determine the most appropriate and effective site graphics, page layout and component usage to meet the needs of your community.

Neighborware was designed with the needs of the resident user and site administrators in mind and not driven solely by the internal needs of a property management company. The ultimate goal is to enhance social fabric, increase resident convenience and knowledge of the community, and save the resident money. Certainly, all of the tools that create efficiency opportunities for the property manager are included, which is why one of the nation's largest property management companies chose Neighborware as their sole community network provider. This powerful relationship supports the needs of your community and its' residents.

The Signature relationship has two phases: Initialization and On Going.

Initialization Phase

GRAPHIC and SITE LAYOUT CUSTOMIZATION

- ◆ Customization of the log in page to include special photos, images, flash movies and messages as well as unique graphics.
- ◆ Customization of home page to include client specific images, messaging and unique graphics
- ◆ Customization of home page set up (side or top menu and middle, dynamic sections) to reflect key areas of developer and community emphasis and the site tree layout
- ◆ Customization process includes a thorough review of all community marketing positioning and images as well as an investigation into the community attributes and features. A variety of custom graphics options from which to choose are presented to the client. Our designs and site layouts start with a blank page not some standardized, 'one size fits all' template.
- ◆ For a sample of the many unique graphic presentations and page layouts visit www.neighborware.com/screenshots

CONTENT DEVELOPMENT

- ◆ Uploading of all electronically supplied, initial site content
- ◆ Includes uploading, balancing of information presented and testing
- ◆ Hands on assistance with content development occurs during training

TRAINING

- ◆ Clients are offered remote training sessions and Administrator website training tools
- ◆ Remote training sessions offer multiple 2 hour training sessions via a VNC viewer offering consistent initial contact, making it easy to schedule and saving travel expenses.
- ◆ Feature tutorials on the Administrator site are available for refreshers or learning new features

SUPPORT

- ◆ Unique Administrator only website includes FAQ's, tutorials, practice areas and peer sharing to enhance the administrators knowledge and confidence
- ◆ Unlimited administrator support is available to assure knowledge and confidence

On Going Phase

SUPPORT

- ◆ Includes unlimited technical support
- ◆ Additional multi level support is provided per agreement
- ◆ Unique Administrator only website includes FAQ's, tutorials, practice areas and peer sharing to enhance the administrators knowledge and confidence

UPGRADES AND ENHANCEMENTS

- ◆ Upgrades and enhancements program maintains Neighborware's leadership position
- ◆ Customer feedback plays a significant role in feature development. Feedback tools are available through the exclusive administrator website
- ◆ Upgrades and enhancements to the Neighborware program occurs throughout the year while software optimization and bug fixes also occur throughout the year

TRAINING

- ◆ Clients are offered quarterly remote training and the Administrator web site training tools
- ◆ Quarterly remote training sessions offer a 2 hour training session each quarter via a VNC viewer offering consistent contact throughout the year and making it easy to schedule and save the client travel expenses.
- ◆ Feature tutorials on the Administrator site are available for refreshers or learning new features

SITE TUNE UP

- ◆ Annual Site Tune up offers a complete review of the site and recommendations for improvements along with instructions for implementing the changes
- ◆ Using years of community network and real estate experience, elliptIQ's expert team thoroughly reviews the site layout, content and presentation noting specific recommendations for improvement
- ◆ Recommendations are reviewed with the Administrator and, if necessary step by step instructions for implementing the change are reviewed

HOSTING

- ◆ Full managed hosting at a high level co-locate facility with multiple redundancies. Server optimization and content back ups are included.

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