SALES HOT SHEET

TeamLeader™ hosted at TeamHost.com – Updated 4/6/2008

1. What is it?

Note: Including primary points of contact, so that you can refer questions as needed.

a. **"Organization Management System"** - CEOs and Exec Managers
b. **"Team Management System"** - Team Managers
c. **"Modular Platform for Collaboration"** - Techies

2. Why do I need it?

a. 15-second elevator pitch

Today's teams (and organizations) are more scattered, fast paced, and harder to manage... TeamLeader makes it easy.

b. 60-second elevator pitch

Today's managers face new challenges... teleworkers, outsource workers, scattered documents, more accountability and heightened security concerns. They need new ways to manage teams. TeamLeader makes it easy.

3. How will it benefit me?

a. *for* **CEOs and Exec Managers**
- Get your arms around everything going on organization-wide
- Instill an accountable, more results-oriented culture
- Makes it easier to outsource and support telecommuting

b. *for* **Team Managers**
- Always know who's doing what
- Always know what's late
- No more work falls off the plate... ever!

b. *for* **Team MEMBERS**
- Stay more in the loop
- Access your work from anywhere
- Easier to work from home

c. *for* **Techies**
- Choose whatever tools you want (best of breed)
- Customize for your special needs
- Makes a reportable knowledge-base while team members work

4. How does it compare with email / other collaboration tools?

Email scatters information and documents. You can't report on it.

As compared to eRoom, SharePoint, etc., TeamLeader implements **team management**... it's NOT just communication.

As compared to eRoom, TeamLeader is an "open collaboration platform". You won't be locked into one vendor for everything in the future.

5. Most Common Objections

Q. I'm too busy
A. That's why you need it

Q. Will TeamLeader require extra work from me?
A. No! Assumedly, you are already performing team and task communication anyway with emails, sticky pads, etc.

Q. Is TeamLeader like MS Project?
*A. No, MS Project is for PLANNING, whereas **TeamLeader is for DOING**. MS TeamLeader is a step beyond "management by email".*

Q. Will TeamLeader make employees feel too watched over?
A. It should not. Assumedly, employees are already reporting progress.

Q. Why buy now? Why not later?
- *Your teams are "leaking" information every day*
- *Start building a knowledgebase now*
- *Reserve your company name now*

6. Most Frequent Questions

Q. What is the cost?
A. $25 per User/month

Q. Where do I sign up?
A. RESELLERNAME.TeamHost.com (e.g. progressity.teamhost.com)... this way, we can track revenue source.

Q. Do you offer support?
A. Yes, we have a network of partners and resellers

7. Most Challenging Questions

Q. How big are you?

A. About $400,000 revenues 2007, and growing. Somehow mention partners and reseller network.

Our clients include NASA, Seattle Police Dept, Pampered Chef Corporate HQ, SAP America, and Subaru America.

Q. Who are your "preferred" partners? Our services are provided by:

Team coaching	Independent partners Progressity / Reagco)	
Training	WVU Research Corporation	
Technical services	Global Science and Technology, Inc.	200+ employees and annual revenues in excess of $40 million. ISO 9001:2000 compliant.
Secure Hosting	by Rackspace *1	HIGHLY SECURE! See below

Q. Does TeamLeader support such-and-such a feature?
A. Features are as follows and constantly expanding...

Team Management

- Team Visibility – See who's logged.
- Task Management – Assign and track tasks, and drill down into team member workloads.
- Teamwork Filters – See who's doing what, what's late and what's coming due.

Reports

- Out-of-the-box Management Reports – Who's doing what, what's late, and what's upcoming.
- Custom reports – Create your own management reports.
- Team Intelligence – Graph performance trends to manage investments in people. Identify your under–achievers, over–achievers, resource bottlenecks, etc.

Forms

- Form Designer – Create your own forms with no programming or database experience.
- Form Data Dashboard – Slice and dice form data on the fly.

Workshops

- Workshop Management - Create and manage secure work areas for team members.
- Templates – Auto-copy characteristics from existing workshops.
- Folder Management – Create an organized folder structure.

Collaboration

- Instant Messaging – Live chat with other team members.
- Team Mail – Send internal messages to team members. No more spam ever.

- Notes – WYSIWYG Web for formatted documents.
- Contact Management   Share and mange contact information.
- Calendar – Keeps your calendar current with task deadlines as you work.
- Remote Desktop – Integration to the free VNC open source remote desktop services. (beta)

Document Management

- File Cabinet – Share and track files, documents, forms, checklists, contacts, etc.
- "File while you work" technology – Documents are automatically filed as team members work.
- Versioning – TeamLeader always displays the most recent and allow for rollbacks if necessary.
- Drag and Drop– Easily add documents to the repository.
- Alfresco – Access integrated access to Alfresco document repository.

Desktop Integration

- Email Notification – Keeps everyone in the loop about progress.
- Tray Notification – Popup alerts for new chat messages and mail.
- MS Outlook Sync – Easily sync Outlook contacts, schedules and tasks.
- MS Project Import/Export – Import and export to MS Project.
- MS Excel Import/Export – Online spreadsheet support.

Process Management / Workflow

- Lifecycles – Configure custom routing lists.
- Rules – Programmatic workflow.
- Electronic Signatures – Track and manage approvals.
- Checklist Designer – Guide team members through repeatable processes.

Knowledge Management

- Knowledgebase – Retrievable archive of work and documents.
- Reportable History – Tracks "who, what, when and where" of completed tasks.

Architecture

- Open Platform – Integrate Web apps to extend the platform.
- SQL backend – Scalable for large global teams.
- Flexible role-based access control.

Ease of Use

- Hosted service Sign up and start using immediately.
- Outlook look–and–feel Low training cost and faster implementation.

*1 SECURE HOSTING (PHYSICAL AND LOGICAL)

TeamHost hosting by rackspace is fully managed, and SECURE!

Physical Security
- Data center access limited to Rackspace data center technicians
- Biometric scanning for controlled data center access
- Security camera monitoring at all data center locations
- 24x7 onsite staff provides additional protection against unauthorized entry
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

System Security
- System installation using hardened, patched OS
- System patching configured by Rackspace to provide ongoing protection from exploits
- Dedicated firewall and VPN services to help block unauthorized system access
- Data protection with Rackspace managed backup solutions
- Distributed Denial of Service (DDoS) mitigation services based on our Rackspace PrevenTier™
- Risk assessment and security consultation by Rackspace professional services teams

Operational Security *–Rackspace Infrastructure*
- ISO17799-based policies and procedures, regularly reviewed as part of our SAS70 Type II audit process
- All employees trained on documented information security and privacy procedures
- Access to confidential information restricted to authorized personnel only, according to documented processes
- Systems access logged and tracked for auditing purposes
- Secure document-destruction policies for all sensitive information
- Fully documented change-management procedures
- Independently audited disaster recovery and business continuity plans in place
for Rackspace headquarters and support services

Operational Security *– Customer's Application Environment*
- Best practices used in the random generation of initial passwords
- All passwords encrypted during transmission and while in storage at Rackspace
- Secure media handling and destruction procedures for all customer data
- Support-ticket history available for review at My.Rackspace.com
- Help available from Rackspace in configuring system logging to create a system audit trail
- Rackspace Security Services can provide guidance in developing security processes for compliance programs