

What is Lombardi On-Demand Assistance (LODA)?

Our innovative **Lombardi On-Demand Assistance (LODA)** provides a cost-effective way for you to access Lombardi's expert BPM resources on a supplemental basis, during all phases of your BPM project lifecycle. As an alternative to traditional fixed-scope, on-site service delivery, LODA provides access to Lombardi BPM experts "on-demand" – remotely as well as on-site – on a subscription basis.

Traditional on-site service delivery can be perfect for those phases of a project where the entire team is working together side-by-side on design, development, or analysis of a process application, under a fixed project timeline and a well-defined statement of work.

But sometimes a traditional delivery model can be too cumbersome. For example, while supporting one or more process applications that are already in production, you may just need some expert advice on the best ways to address any unexpected technical issues that arise. Or you may prefer to offload selected implementation tasks to Lombardi's experts, whenever your team doesn't have the time or the experience needed.

With its *on-demand delivery model*, LODA offers the following features:

- **Fast access to assistance.** No need to wait for resources to travel to your site next week or next month. No need to draft new statements of work for each task. Engage the LODA team 24x7 via the LODA ticketing system, as part of your subscription.
- **Access to Lombardi BPM experts.** The LODA team is staffed with seasoned veterans, who pool their extensive Lombardi project experience, practical deployment guidance and "know how", and proven tools and techniques to help with your requests.
- **Flexible scope.** By their nature, BPM projects will evolve based on feedback from users and analyses. The LODA delivery model is perfectly equipped to provide dynamic support for incremental improvements.
- **Multiple levels of assistance.** LODA subscriptions can be configured to provide just the amount of assistance you need – ranging from access to experts that can answer questions and provide advice as-needed, to allocating dedicated LODA resources that will help you with specific implementation activities.

The LODA offering has been so effective that Lombardi now recommends it as part of every customer engagement to reinforce best practices and support dynamic deployment activities. LODA provides the following key benefits:

- **Enhancement of your team's capability.** LODA will be there every time you require additional BPM experience or capability to supplement your team. LODA can help your team accelerate their BPM proficiency and increase their on-time delivery potential.
- **Reduced time and expense.** LODA is designed to deliver results quickly. Delays and expenses can be avoided since travel is limited.
- **Reduced risk to projects and programs.** It seems every deployment encounters some unanticipated bumps that need to be handled along the way. LODA will assist you with BPM project questions and tasks that you could never have predicted.

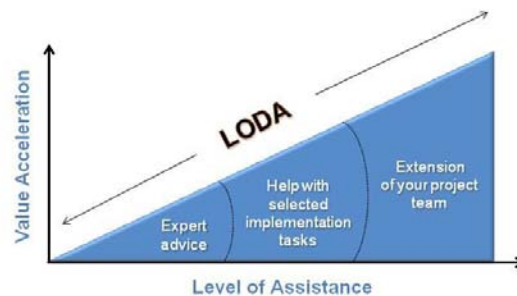
A Virtual Center of Excellence

It can be a difficult challenge establishing a center of excellence around a new technology like BPM at the same time you are trying to get ongoing BPM projects into production – this is the classic trade-off between investing in long-term excellence versus delivering short-term results. LODA offers your company a "virtual" center of excellence for your BPM project implementations, staffed by Lombardi experts, to help you to develop your in-

house expertise on real projects, to help you complete specific advanced tasks, and to help you establish a successful delivery track record in your process improvement program.

Multiple Levels of Assistance

Lombardi On-Demand Assistance offers a range of subscriptions, so you can get exactly the type and amount of assistance your team needs. Higher levels of assistance will provide faster acceleration to value.



Three levels of assistance are currently available. All of these subscriptions are available on a quarterly basis, with discounts available for yearly subscriptions.

Basic LODA – A Basic LODA subscription is designed to provide your team with expert advice, whenever needed. With Basic LODA, you can utilize the Lombardi team as an expert help desk to answer “how to” questions about recommended implementation techniques for your BPM application development and best practices for your project deployment and operations. You also get full access to the Lombardi toolkits, frameworks and the LODA knowledge library. This includes access to the Teamworks Environment Management System (TWEMS) to help you manage Teamworks application development, configuration, and upgrades. With Basic LODA, up to 3 members of your team can access the LODA team.

Premium LODA – A Premium LODA subscription is designed to provide your team with the same expert advice as Basic LODA, plus assistance with selected project deliverables. With Premium LODA, the Lombardi team can provide you with up to 40 hours of implementation assistance on two selected implementation tasks per quarter. With Premium LODA, up to 10 members of your team can access the LODA team.

Dedicated LODA – A Dedicated LODA subscription is designed to provide your team with the highest level of assistance for project deliverables. With Dedicated LODA, a named LODA team member will be assigned to you as the single point of contact for all of your assistance needs – you can rely on this LODA resource as an extension of your project team. Service hours can be extended beyond the normal business day. Dedicated LODA provides you with up to 80 hours of implementation services per quarter on approved project tasks. Additionally, with Dedicated LODA you get access to up to 10 days per month of on-site work by a LODA resource.

Please see the table on the following page for more details on the deliverables for Basic, Premium, and Dedicated LODA.

<i>Feature</i>	Basic LODA	Premium LODA	Dedicated LODA
Hours of LODA team service	Normal business hours	Normal business hours	Extended service hours
Contacts registered for LODA team service	Up to 3 contacts	Up to 10 contacts	Up to 10 contacts
24-hour access via the LODA ticketing system	✓	✓	✓
Unlimited Q&A on application development	✓	✓	✓
Access to toolkits and frameworks (including support)	✓	✓	✓
Access to LODA knowledge library & best practices	✓	✓	✓
Assistance with project implementation deliverables		Up to 40 hours per quarter on approved deliverables (limit 2)	Up to 80 hours per quarter on approved deliverables
Weekly project status calls		✓	✓
Formal process application review		1 per quarter	As needed
Dedicated LODA single point of contact			✓
Extended service hours available			✓
10 days on-site consulting per month			✓

For More Information

For more information on how you can utilize Lombardi On-Demand Assistance to provide your team with expert advice and assistance for your next projects, please contact your Lombardi customer representative, or ask us at info@lombardi.com.