

SCHEDULE "B"

Ordering and Contact information

Offerors Representative (Name):

Insight's Representative is Mark Ciprietti, Vice President of Sales for Insight Canada.

CSA contacts and roles, including Account Executive and Backup resource.

Account Management

Mark Scott, Corporate Account Manager, responsible for account management to include: on-site meetings, regularly scheduled business reviews, and license consulting. He works with Microsoft on your behalf, coordinates enterprise-wide licensing implementation rollouts for all your participants, helps drive and deploy your software standards, resolves purchasing issues, hosts a quarterly business review and ensures overall customer satisfaction.

Phil Proctor, Director of Sales, Phil leads a sales staff of 17 and acts as a local executive escalation point for the Government. Phil is a backup to Mark Scott and the account team. He is responsible for determining account support strategies, pricing, and maintaining customer satisfaction of Canadian accounts.

Mark Ciprietti, VP of Sales, Insight Canada (backup resource), acts as a backup resource for Phil and Mark regarding account management issues, fosters and maintains relationships with Microsoft Headquarters, and is responsible for overall customer satisfaction of Canadian accounts.

Customer Service

Ken Maidhoff, Senior Customer Account Manager (backup resource), acts as a backup resource for Mark regarding customer account management issues and acts as the inside Customer Account Manager responsible for helping with license and contract management, communicates best-buy advice, accurate pricing, account requirements, process orders, estimate delivery dates, and answer inquiries regarding product pricing, availability, and licensing.

Canadian Customer Account Services Team: (backup resource), Leah Carson is the team lead for Customer Account Services that is made up of 12 individuals. This team communicates best-buy advice, account requirements, process orders, estimate delivery dates, and answer inquiries regarding product pricing, availability, and licensing.

Craig Larson, Manager, Customer Account Services (backup resource), supports Ken, Leah and the team regarding customer service issues; ensures team members receive training on software products, programs, and best practices; responsible for monitoring and mentoring the Customer Account Services team to ensure customer service level goals are met and exceeded.

Any other contacts applicable to this CSA

Robin James, Microsoft SA Benefits Specialist, core responsibilities include communication at the department level of licensing rules, compliancy, and advantageous purchases against Select Agreements. Her role is to ensure that every Insight customer maximizes their investments in Microsoft technology. Robin's background includes a nine-year tenure with Microsoft in their licensing division. We are very pleased to be able to offer this valuable resource to the BC Government.

Regan Hyatt, MSDN Specialist, Insight recognized that there was a gap in the marketplace that pertained to MSDN licensing. The importance and challenge of implementing this program required a specialist that was devoted exclusively to solving issues. Regan will be available to answer questions from all BC participants.

Licensing Help Desk Specialist, The dedicated licensing specialist will be highly-trained on Microsoft licensing and will have direct access to Insight's professional Microsoft Practices Team. This service will be provided free of charge.

Ordering processes for CSAM

Insight will offer to CSAM the same pricing and access to systems and tools enjoyed by the Executive Government. The ordering process is the same for both CSAM and all other entities.

Ordering processes for all other entities.

Insight will offer to all other entities access to systems and tools enjoyed by the Executive Government. This includes all Crowns, Municipalities and Agencies. Insight accepts orders in the following ways.

Web based- We provide web based access to our software Web Portal at insight.com to all participants. Individual accounts set to their requirements:

- ✓ Prices displayed will reflect contract pricing
- ✓ Reporting available for each individual entity -on demand
- ✓ Order confirmations will reflect all required information
- ✓ Shipped product tracking available online
- ✓ Individual Invoices
- ✓ Direct access to Microsoft MVLS site

E-Mail – We will provide an exclusive e-mail bcbgov@insight.com- this seamless address means that you do not need to know an individual name at Insight- we will route requests to the appropriate individuals within Insight.

Phone- Mark Scott, Corporate Account Manager is available at 604-984-2722 and an 800 number to be assigned

Ken Maidhoff, inside Customer Account Manager is available at 800-987-9569

Customer Account Services team is available at 800-575-0000

Phil Proctor, Director of Sales is available at 800-INSIGHT, Ext. 5820

Fax Mark Scott 604-984-2744
 Orders 800-346-7977

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