

SCHEDULE "B"

Ordering and Contact information

Offerors Representative (Name):

Software Spectrum's Representative is Michael Charter, Country Manager, Canada,- Software Spectrum.

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

Account Management

Mark Scott, Account Executive, 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 licencing 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

Terry Hoy, Territory Manager, (backup resource), primarily phone based, is a direct backup for Mark Scott. Bill is available to all participants for overall licensing advice and details relating to any enrolment, Microsoft issues and general account management.

Michael Charter, Country Sales Manager (backup resource), acts as a backup resource for Mark regarding account management issues, fosters and maintains relationships with Microsoft Headquarters, and is responsible for overall customer satisfaction of Canadian accounts.

Customer Service

Open Position, Senior Customer Account Manager (backup resource), acts as a backup resource for Mark regarding customer account management issues and acts as lead Customer Action Response Expert (C.A.R.E.) government representative 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 Government CAS Team:(backup resource), *Open Position* is your lead on the CAS. government team that is made up of 7 individuals- All the team works to communicate best-buy advice, account requirements, process orders, estimate delivery dates, and answer inquiries regarding product pricing, availability, and licensing.

Lillia Jacquez, Supervisor C.A.R.E. team, (backup resource), supports Kevin 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 C.A.R.E. team to ensure customer service level goals are met and exceeded.

Any other contacts applicable to this CSA

Account Management

Carole Wolff-Sowers, Director of North American Sales, acts as a backup resource for Michael, determines best practices and pricing, and ensures overall customer satisfaction of North American accounts

Andrea Della Mattea, Vice President of Sales, acts as a backup resource for Carole, determines best practices and pricing, and ensures overall customer satisfaction of all accounts

Customer Service

Katherine Hill, Manager of Customer C.A.R.E., acts as a backup resource for Lillia, responsible for management of regional C.A.R.E. teams, ensures customer service level goals are met based on customer needs, ensures customer satisfaction through monitoring service level goals

Sean Warren, Director of Customer C.A.R.E., acts as a backup resource for Katherine, responsible for management of North American C.A.R.E. teams, determines customer service level goals that are based on customer needs, ensures customer satisfaction by mentoring the C.A.R.E. department

Ordering processes

SSI will offer to the BPS the same pricing and access to systems and tools enjoyed by the Executive Government. This includes all Crowns, Municipalities and Agencies. Software Spectrum accepts orders in the following ways.

Web based- We provide web based access to our Web Portal titled “My Account Centre” 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
- ✓ Access to a new licensing tool My Software Advisor

Email – We will provide an exclusive email bcgov@softwarespectrum.com- this seamless address means that you do not need to know an individual name at Software Spectrum- we will route requests to the appropriate individuals within Software Spectrum.

Phone- Mark Scott is available 604-984-2722

Bill Darcy is available 800-815-6712- ext 2356

Kevin Osterman is available 800- 815-6712 ext 2367

C.A.R.E. team is available 800-575-0000

Michael Charter Canadian Country Manager is available 905-501-9296

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

Mail Software Spectrum
2000 Purcell Way
North Vancouver, B.C.
V7J 3K3

