

ANALYSIS & REPORTING SUPPORT



- ✓ Understand decision landscape
- ✓ Work with Stakeholders to determine info needs
- ✓ Develop reports and dashboards
- ✓ Identify info access requirements and approach

PROGRAMATIC SUPPORT



- ✓ Deployment Management
- ✓ User Management
- ✓ Org Administration
- ✓ Account Management
- ✓ Sharing & Roles
- ✓ License Management

✓ Cloud Analytics and Performance Packages

Executive Reporting Management Reporting PHA Reporting

✓ Managed Administrative Sprint Packages

DEPLOYMENT SUPPORT



- ✓ Provide Direct Training
- ✓ Onboard Inspectors, Executives and Schedulers
- ✓ Create Email Templates and Scheduling Process
- ✓ Load data and initial Scheduling
- ✓ Provide Direct Support to Pilot PHAs



✓ Training & Documentation Sprint Series ✓ Deployment Sprint Package

APPLICATION SUPPORT

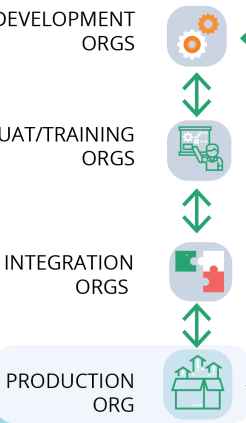


- ✓ Manage iOS Application
- ✓ Manage Android Application
- ✓ Provide Telephone and Email Based Support
- ✓ Provide Virtual Training
- ✓ Provide Configuration of ExAM

✓ ExAM Enterprise Plus Yearly Package

ExAM

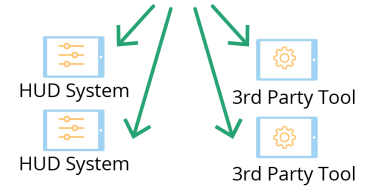
Help Desk



API INTEGRATION SUPPORT



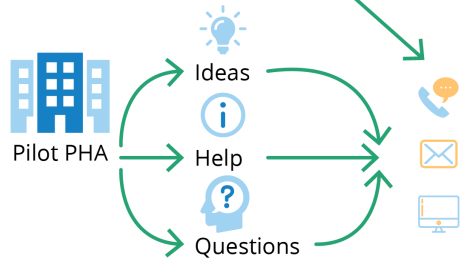
- ✓ API Development Support
- ✓ Troubleshooting/Service Desk
- ✓ Org Administration
- ✓ Account Management



✓ Data Exchange Sprint Package

Onboard PHAs via 2Week Deployment Sprints

WEEK 1	M - Training Session
	T - Requirements Session
	W, Th - Load data and Validate
	F - Review
WEEK 2	M - Scheduling
	T - Live Inspections
	W - Support Session
	Th - Live Inspections
F - Support Session	



CURRENT STATE

- Delivered more than 85 iOS and Android Features
- Delivered more than 100 ExAM features and updates
- Managed more than 40 releases across ExAM and mobile apps
- Supported more than 70 cases
- Supported 2 API Outreach visits Phoenix and Jax

