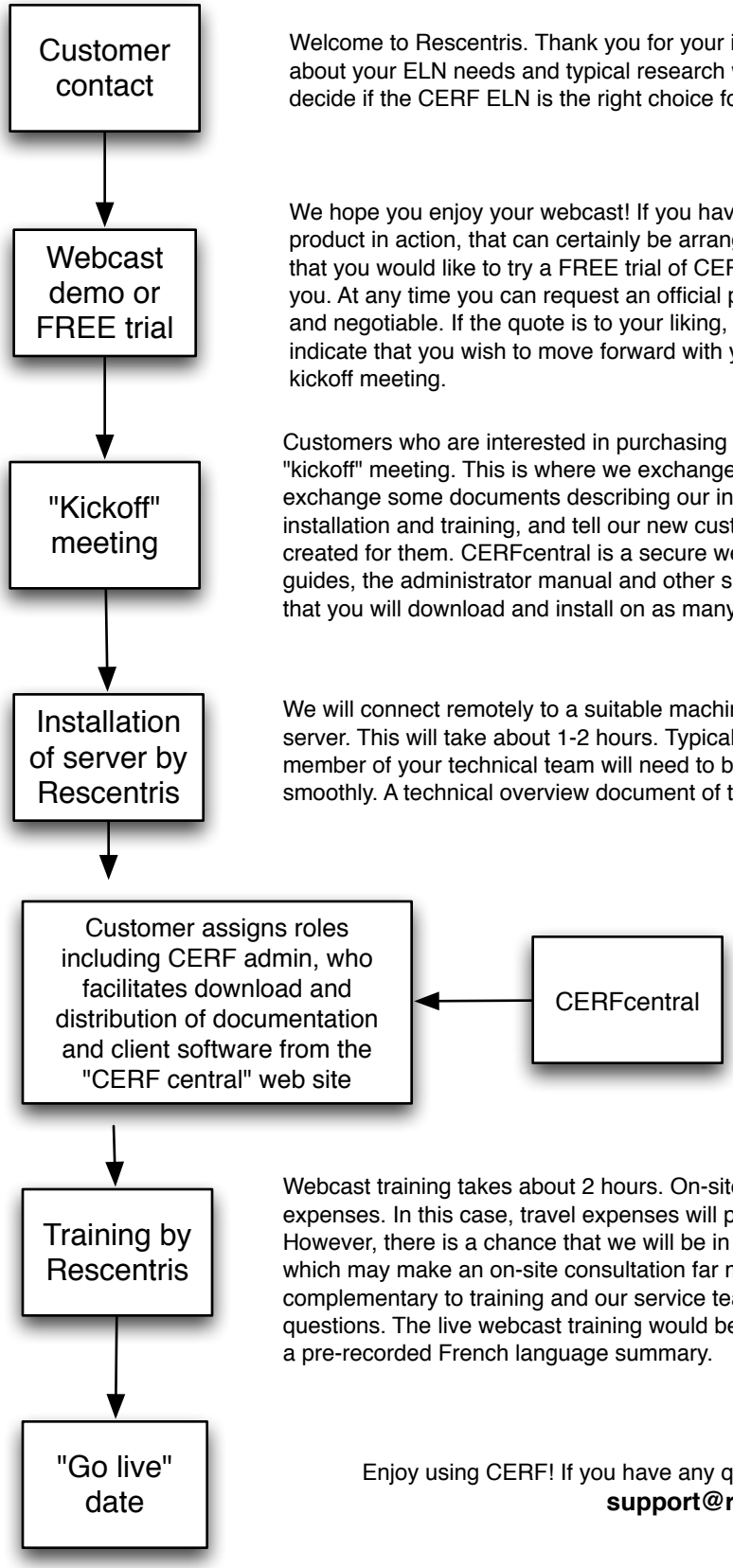
Typical Rescentris Sales and Installation Process



Welcome to Rescentris. Thank you for your interest. Please take a moment to tell us about your ELN needs and typical research workflows. We can then help you to decide if the CERF ELN is the right choice for you.

We hope you enjoy your webcast! If you have additional staff who would like to see our product in action, that can certainly be arranged. After the webcast demo, you may decide that you would like to try a FREE trial of CERF. Let us know and we will arrange the trial for you. At any time you can request an official price quote. The terms of our quotes are flexible and negotiable. If the quote is to your liking, sign one copy and return it to Rescentris to indicate that you wish to move forward with your purchase. Rescentris will then schedule a kickoff meeting.

Customers who are interested in purchasing our product are usually invited to a webcast "kickoff" meeting. This is where we exchange contact information for all team members, exchange some documents describing our installation process, arrange a schedule for installation and training, and tell our new customer about the "CERFcentral" account we have created for them. CERFcentral is a secure website that our customers use to download user guides, the administrator manual and other support materials, as well as the client software that you will download and install on as many machines as you like.

We will connect remotely to a suitable machine you have designated and install the CERF server. This will take about 1-2 hours. Typically we will use webex to accomplish this. A member of your technical team will need to be on hand to make sure the install goes smoothly. A technical overview document of the installation process is included.

Webcast training takes about 2 hours. On-site training is available for an additional cost plus expenses. In this case, travel expenses will probably make on-site training impractical, However, there is a chance that we will be in Brussels for a conference in September 2009, which may make an on-site consultation far more practical. User guides and manuals are complementary to training and our service team is always available to answer your questions. The live webcast training would be in English. It may be possible for us to provide a pre-recorded French language summary.

Enjoy using CERF! If you have any questions or problems send your email to :
support@rescentris.com