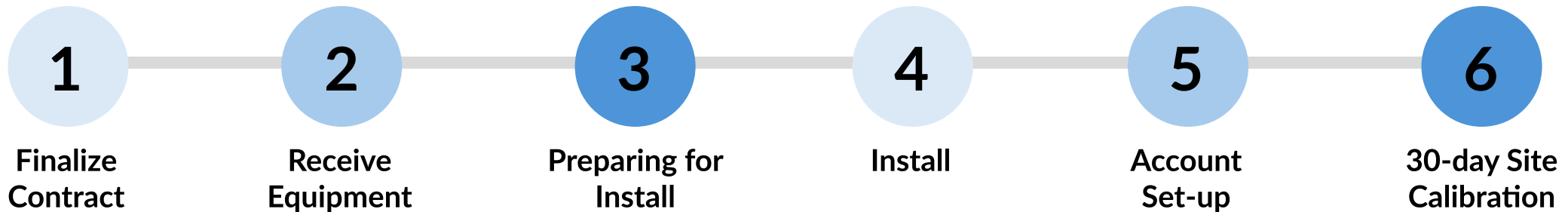


Every step of the Implementation Process was designed with our end-customer in mind. We seek to preserve our end-customer's bandwidth by ensuring seamless integration.



1 Finalize Contract

- Document SLAs, payment terms
- Review Confidentiality Agreement
- Complete "Response Protocol" form
- Obtain signature and execute contract
- Obtain signatures and execute contract

End-Customer time commitment: 2 hours

2 Receive Equipment

- The Reseller invoices the End-Customer for equipment down payment
- End-Customer pays down payment
- Blue Eye ships equipment to the Reseller in anticipation of install

End-Customer time commitment: 30 min.

3 Preparing for Install

- Document SLAs, payment terms
- Review Confidentiality Agreement
- Complete "Response Protocol" form
- Obtain signatures and execute contract

End-Customer time commitment: 2 hours

4 Install

- The Reseller installs the Blue Eye server on-site, prompting the Blue Eye Implementation Technician to initiate software set-up
- The Reseller to configure hardware based on installation plan scope of work
- Integration tested for any issues or discrepancies
- End-Customer should be present on-site for walkthrough

End-Customer time commitment: None

5 Account Set-up

- Blue Eye implementation Technician to schedule onboarding call with the End-Customer to discuss pain points, confirm emergency contacts and finalize protocol
- Blue Eye to send the End-Customer an email with a summary of the onboarding call
- Blue Eye introduces dedicated Customer Success team to the End-Customer
- The Reseller to confirm billing with the End-Customer. The End-Customer will be invoiced by the Reseller

End-Customer time commitment: 1 hour

6 30-day Site Calibration

- Blue Eye to closely monitor the system's performance and make needed adjustments to optimize effectiveness
- The End-Customer to contact if there are concerns or issues that surface

End-Customer time commitment: None

Key Stakeholders Involved: ● Blue Eye ● Reseller ● End-Customer