

SCHEDULE "B"

Ordering and Contact information

Offerors Representative (Name):

Insight's Representative is Carmela Orlando, SVP, General Manager, Canada.

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

Account Management

Don Shaw, 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.

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

Fred Funkel, Director of Inside Sales, Insight Canada (backup resource), acts as a backup resource for Carmela and Don 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, Team Lead/Senior Account Rep Canada (backup resource), acts as a backup resource for Don 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), **Sandy Roman** is a senior in the Customer Account Services team 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.

Trish O'Keeffe, Senior Manager, Customer Account Services (backup resource), supports Ken, Sandy 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

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

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 and BPS 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 provide an exclusive e-mail bcgov@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. Don Shaw is available anytime, or emailed don.shaw@insight.com.

Phone- Don Shaw, Corporate Account Manager is available at 604-346-5050
Ken Maidhoff, inside Customer Account Manager is available at 800-987-9569
Customer Account Services team is available at 800-575-0000
Gordon Rudko, Director of Sales is available at 780-932-5623

Fax Orders 800-346-7977

Mail Insight Canada Inc.
1153 - 56 St, Box 19001
Delta, B.C.
V4L 2P8