

## Enterra Inc. Communications

Enterra Inc. is an international software development company, with perhaps the most talented and educated IT programming staff of any company its size. We are proud of the position our employees have reached, and they are equally proud to be part of the Enterra team.

### Performance

Enterra, Inc. has an enviable track record of performance successfully producing elegant and error-free web applications for our Customer's demanding needs. The breadth is quite remarkable compared to others who would emulate Enterra's pioneering position.

The best credibility is number of projects we successfully accomplished for large-scale corporations and international institutions like World Bank, Siemens, BASF and small business applications.

### "Client First" Philosophy

Our philosophy can be rendered down to a "Client First" policy: We will deliver our work "On Time. On Point, On Budget. No excuses!"

### Approach

Enterra knows that communication is essential to building good systems and creating long term partnerships. Enterra operates employing standard procedures dictating strict rules in communication policies and procedures with Customers. Our standard describes roles, responsibilities and procedures, defines timeline and tools to be used in customer communications.

### Confidentiality

We respect our Customer's confidentiality, also we appreciate the need and desire for you to be involved with the development team. Because we are often engaged in sensitive and proprietary software development, it is critical we ensure the highest level of security and protection for our Customers.

From your first communication with Enterra, and throughout the entire process, and regardless of whether we are contracted or not, we are both held to the highest level of confidentiality. ALL work product, elements, words, pictures, pricing, proposal, or communications, either in writing or verbal, whether communicated by paper or electronic form, whether from us or our client are considered the proprietary and confidential property of ourselves, our prospects, or clients. The use of such is limited for the exclusive use for which it is provided and may not be reproduced, distributed, sold, copied or transferred without the written permission of the other party. Though we have all our employees sign a non disclosure/non compete agreement when they hire on, additionally to allay any additional concerns we will sign a Non-Disclosure Agreement.

## Language

All communications are in English unless specially requested by a client.

It is our objective to deliver first-rate projects, on-time and at predicted cost. Because good communication is critical to that objective, a client may request additional channels of communication. We will use our effort and energy to accommodate those requests.

## Channels

Enterra successfully utilizes any possible avenues of communication. We open access portals for all our prospective partners in our project tracking system immediately at the onset of work.

This portal is available for review on our home page [www.enterra.us](http://www.enterra.us) under client login. [http://portal.enterra-inc.com/clientportal/login\\_page.php](http://portal.enterra-inc.com/clientportal/login_page.php) and you can access a demo with login demo, password demo. All technical communications must go through the portal end every entry is tracked and recorded. Full history is archived and email notifications are sent to all stake holders upon every entry or change on the system.

Besides the communication portal the Company uses e-mail, telephone/fax, real-time Internet chat (ICQ, MSMSN, Yahoo, etc), VoIP tools. When desired, visits of Enterra specialists to the client or customer representatives to the Enterra facilities are possible.

Voice communication between Customers and Enterra are available 24/7.

Regular technical conferences (voice, video, IM) are also available to ensure proper understanding of the issue by both of the parties.

## Reporting

Enterra can supply regular and on-demand reports for the status of projects. Beyond the project tracking on-line access mentioned above, ongoing project status reports, special reports on compilations and builds, risk reports and etc. are available upon request.

## Advantages

- Standardized communication policy
- Reliable and stable communications
- Unique and secure point of interaction
- Comprehensive individual communication plan
- Direct communication with the development team
- 24/7 technical and sales support
- Use of top-notch communication facilities
- Ability to interact with Customers in their native languages

## Sample Communication Plan

1. Assign responsible personnel (Project Manager, Account Manager).  
Resumes are available on request.
2. Setup access portal on the project tracking system (demo available at <http://project.enterra-inc.com/us/clientportal>)
3. Setup project site

4. Prepare and submit a detailed project plan specifying exact dates for deliverables, employed resources, incurred costs
5. Conduct a conference
  - Personal meeting
  - Video conference
  - Telephone conference
  - Online chat (Yahoo IM, MS MSN, ICQ, Jabber etc.)
  - E-mail
6. Exchange conference protocols
7. Exchange regular messages on project status (weekly, daily as requested) or/and conduct remote awareness-building sessions to inform people of the project and the deliverables that will affect them.
8. Weekly technical conferences (voice, video, IM)
9. All builds (deliverables) are available online and can be accessed at any time in the secured data repository.
10. Double-validated data exchange with notification receipt (email, specialized data repository, voice, IM etc.)