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**What is Facility Wizards' philosophy and approach to working with the customer's IT department ?**

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Our mission at Facility Wizards is to make our customer's job easier. When we talk about our "customer", we mean not only the end user and his or her boss, but the IT staff as well. When you get down to the bottom line, we are IT people. We're geeks. It's what we do for a living. We live smack dab in today's rapidly changing world of computers, programming, servers, network protocols, operating systems, and stuff like that. We know and appreciate our customers' IT staff and the tons of challenges they face every day. That's why Facility Wizards is strategically focused on installing and maintaining software solutions that steer clear of the IT radar screen. IT staffers have enough to do.

We develop our software tools using FileMaker Pro and its powerful family of database products. Why don't we use Microsoft Access? Because FileMaker is way better -- we can do twice as much in half the time. Why not Oracle and SQL Server? FileMaker is way simpler and much less expensive. Let's rattle off some impressive statistics: FileMaker is number two in database market share behind Access, and Access comes bundled with Microsoft Office (so that gives it a bit of a running start, eh?). FileMaker is the fastest growing database program in the market. FileMaker, focused entirely on its family of database products, does over \$100 million in annual revenues. FileMaker, Inc. has been profitable in every quarter for over five years running. It's here to stay.

When we're trying to secure new customers, one of our most common hurdles is to get the FileMaker platform "accepted" by IT in our Microsoft world. Why the heck would IT bring in another "non-standard" software program when what they're really trying to do is standardize and simplify the company's computing environment? Because simplification is exactly what we bring to the table. At the desktop, FileMaker Pro is simple to install, and simple to use. It's very easy on computing resources and bandwidth. Filemaker Server hums along in the background, efficiently serving up sophisticated database solutions, automatically backing itself up every day. In most cases, we do the installation and IT doesn't have to do a thing. We also have dozens of customers where we use Timbuktu or PCAnywhere to take remote control of administrative tasks, file transfers and further customization. IT staffers all around the country are learning how great Filemaker is. Everywhere we go, we hear our IT friends saying things like, "[Heck], is that all there is to it?" and "[Darnn], I wish all of our stuff would go this smoothly". We know IT folks don't use bad words. And even if they do, we give them much less reason to.

For the most part, we support our software so IT doesn't have to. Facility Wizards' systems are comprised of a few simple components:

- 1) database files, which we don't expect IT to worry about because that's where we have the expertise;
- 2) our server software (which runs as a Windows Service) is typically installed and configured by one of our technical staff and then left alone to do its own thing; and
- 3) The desktop database application which takes about 2 minutes to install (we often do that, too.)

What are some common situations where IT staff needs to get involved? There aren't too many, but occasionally the desktop app might need to be re-installed (like when the user gets a new PC), and sometimes the service might need to be re-started after server maintenance. If we have remote control access, we can typically take care of most of these tasks as well.

What about our multi-user and web-based solutions? Although it's not essential, we always recommend that our server software (the Multi-User Kit) and web host (our Web Interface Kit) be on dedicated hardware. We do this because it keeps things simple, clean, and easier for us to support without bugging the IT team. The even better news is that both of these powerful add-on kits will run great on new off-the shelf PCs costing less than \$1,500. So when we say "server", don't think that it has to be a rack-mounted \$10,000 souped-up dual-processor deal (with one of those little track balls that drives Server Room staff nuts)! Sure, the faster the better, but these days, low-end PCs are plenty quick for our software systems.

Our experience makes us confident that we can build and implement a Facility Wizards solution that makes the IT job way easier. We see the IT department as a critical part of our customer's team, and their happiness is always a major goal of ours. Please give us a call if you have any questions or need any more information.