



**eMedia**  
WORKSPACE

*Designed for Your Digital Freedom*

**June 22th, 2023**

BABSON'S COLLEGE  
231 Forest St  
Babson Park, MA 02457  
United States

Dear Cheryl,

We hope it's been a great year for Babson's College. Here at eMedia, we have some exciting new developments. We would like to offer you this proposal to upgrade from your current version of EMshare to eMedia Workspace with a three step process. Starting today we also offer a renewed SLA agreement that would be more suiting to your needs.

Our technical support team has proven expertise in keeping our networks and servers operational at optimum levels along with cordial and top-caliber service to our clientele. Our Service Level Agreement (SLA) will provide you with continued peace of mind as it is made to ensure you get consistent top-quality service.

Please review the terms discussed herein and feel free to contact me to discuss any questions you may have. I will be happy to provide any additional information that you require.

Sincerely,

Christopher Burkey,  
President of Entermedia Inc.

## Timeline, Cost and Goals:

We are pleased to submit this proposal to Babson College with the objective of optimizing storage management. Our goal is to streamline workflow for Babson College staff, students, and volunteers

The Gold Service Level Agreement as a monthly service for \$650/month that allows unlimited clean up and support. Available starting July 1 2023

These are the support goals for the next 6 to 12 months:

### Step 1 - Create best practices document

- Define objectives: Clearly state the purpose of reviewing image structures.
- Research: Gather information on existing image structures.
- User interviews: Interview users to understand their needs and pain points.
- Analyze feedback: Identify common themes and prioritize areas for improvement.
- Create best practices document: Outline recommended practices for reviewing image structures.
- Organizational entity structures: Use Canva to visually represent image organization.
- Seek user approval: Share the document and Canva diagrams for feedback and approval.
- Finalize document: Incorporate changes, obtain endorsements, and make it accessible.

### Step 2 - Upgrade Server with eMedia

- Set up B server for testing
- Install eMedia next to existing UI
- Enable automatic facial recognition in eMedia

### Step 3 - Four Initial sessions for basic clean up of files

- eMedia librarian will reorganize files to match best practices document
- Map out the data migration strategy using spreadsheets etc.
- Assign files to categories & contextual metadata manually or with scripts

### Step 4 - Four additional sessions for more advanced files handling

- Identify any problem files or duplicates handling
- Add more files to existing structures
- Define new structures as/if needed

***'Don't tag files, add files to tags'***

## Goal Support Features

A brief summary/review of our services:

### 1. Timely Communication and Support:

- Utilize a paid client support chat portal for prompt and efficient communication with Babson College via telephone or Zoom.
- Assign eMedia staff members dedicated to providing comprehensive support throughout the engagement.
- We offer 24/7 monitoring and warranty with an unlimited level || support. 24/7 response team with hotline calling.

### 2. On-Demand Zoom Meetings:

- Schedule and conduct Zoom meetings with our support team as needed.
- These meetings can address any queries, concerns, or specific requirements related to the three-step upgrade process.

### 3. Regular Meetings:

- Conduct weekly meetings or as needed to ensure consistent progress, discuss project updates, and address any emerging needs or challenges.

### 4. Product Training:

- Provide both basic and specialized training sessions tailored to administrators and developers.
- Empower your team with the knowledge and skills required to effectively utilize the digital asset management solution.

### 5. Customization and Automation:

- Leverage the open-source nature
- Open-source means unlimited possibilities. Work with our developers to automate manual processes, build custom features, assign retention rules, set up metadata templates, configure asset approval, set status-based tasks... The sky's the limit!
- Collaborate with our product experts and software architects to enhance existing features, build new ones or implement advanced integrations.
- Together, we can create the best digital asset management solution out there for your individual needs.

# INVOICE

**Bill To:**

BABSON'S COLLEGE  
231 Forest St  
Babson Park, MA 02457  
United States

**From:**

EnterMedia Inc.  
1 (513) 898-2063  
1550 Magnolia Dr.  
Cincinnati Ohio 45215

Date: 07-01-2023

Payable upon receipt

| Description   | Qty | Price     | Total      |
|---|-----|-----------|------------|
| <p>SERVICE LEVEL AGREEMENT</p> <p>We offer enterprise SLA 24/7 and warranty with an unlimited level     support. Uptime guarantee and 24/7 response team with hotline calling.</p> <ul style="list-style-type: none"> <li>• Add eMedia staff to support organizing best practices</li> <li>• Content support</li> <li>• Includes SSO Integration</li> </ul> | 12  | \$ 650.00 | \$ 7800.00 |

**Payment Information:**

Wise.com or bank transfer:  
bookkeeper@entermediadb.org  
Bank Details: Huntington National Bank,  
105 East 4th Street #100 Cincinnati, OH  
45202  
Account Number: # 01651278154  
Domestic ABA Routing # 042015422  
International ABA Routing # 044000024

|           |            |
|-----------|------------|
| Sub Total | \$ 7800.00 |
|-----------|------------|

# Thank You!