

**Automation Elite Initial Client Assessment**

**Please print, complete and fax to (248) 412-6467**

The following questions are general in nature and may not necessarily apply to your business.

1. How many offices are in your enterprise? \_\_\_\_\_
2. Are you a multi state or multinational enterprise? \_\_\_\_\_
3. How many workstations are there in each office (average)? \_\_\_\_\_
4. How many laptops are used? \_\_\_\_\_
5. How many servers are in your enterprise? \_\_\_\_\_
6. How are your offices linked? (Remote Access Server, Citrix, Point to Point) \_\_\_\_\_
7. Do you work from home (Telecommute)? \_\_\_\_\_
8. Are all the computers at each office networked? \_\_\_\_\_
9. How many network printers (color & monochrome) are located at each office? \_\_\_\_\_
10. How many remote users are part of your enterprise (working from the field or from home offices)? \_\_\_\_\_
11. Are you using network imaging for archive storage? \_\_\_\_\_
12. If so what type of imaging system do you use?  
\_\_\_\_\_
13. Do all of your offices have internet access?  
\_\_\_\_\_
14. Do all of your offices use e-mail? \_\_\_\_\_
15. Are you using BLAST E-MAIL for client information and marketing promotions? \_\_\_\_\_
16. Does your enterprise use mobile e-mail communications? (Blackberry, other PDA) \_\_\_\_\_
17. If so, how many mobile or outside users does your enterprise employ? \_\_\_\_\_
18. Does your company have a website? \_\_\_\_\_
19. Does your company have an INTRANET?  
\_\_\_\_\_
20. What type of Virus Software do you use? \_\_\_\_\_
21. Do you have internal training systems for new employees or clients? \_\_\_\_\_
22. How is remote assistance (tech support) currently delivered to your enterprise? \_\_\_\_\_
23. Do you offer remote assistance to your client?  
\_\_\_\_\_
24. Are your webs hosted or are they maintained onsite?  
\_\_\_\_\_
25. Do all of you offices utilize Unified Messaging? (e-mail, fax, voicemail delivered in one interface [Outlook])  
\_\_\_\_\_
26. \_\_\_\_\_
27. What type of backup solution is implemented in your enterprise?  
\_\_\_\_\_

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- 28. How often do you backup? \_\_\_\_\_
- 29. Do you have offsite backup copies? \_\_\_\_\_
- 30. What type of Uninterruptible Power Supply solution is implemented in your enterprise? (Backup power in case there is a power outage)  
\_\_\_\_\_
- 31. Do you have a written disaster recovery plan?  
\_\_\_\_\_
- 32. Do each of your offices have firewalls? \_\_\_\_\_
- 33. What type of security software does your enterprise implement? (Virus, Spyware) \_\_\_\_\_
- 34. How does your enterprise manage software licensing?  
\_\_\_\_\_
- 35. How does your enterprise manage support contracts (to maintain independence)? \_\_\_\_\_
- 36. Does your enterprise use Microsoft Office? If so what version?  
\_\_\_\_\_
- 37. Does your enterprise utilize printer maintenance and supplies contracts? \_\_\_\_\_
- 38. What type of telephone system does your enterprise utilize? (PBX, Key System, Centrex) \_\_\_\_\_
- 39. Do you currently use VOIP? \_\_\_\_\_
- 40. Who is your current Telephone hardware vendor?  
\_\_\_\_\_
- 41. Have you had telephone related ergonomic claims or employee complaints about telephone equipment? \_\_\_\_\_
- 42. Who is your current Telephone / Internet service provider?  
\_\_\_\_\_
- 43. What type of internet access (DSL, Cable, Wireless, T1 or Fractional T1) does your enterprise utilize?
- 44. What are the upload and download speeds of your internet service?  
Upload \_\_\_\_\_ Download \_\_\_\_\_
- 45. How much web hosting space is provided by your internet service provider? \_\_\_\_\_
- 46. What is the average monthly dollar amount of your phone bill?  
\_\_\_\_\_
- 47. What is the monthly recurring cost of your internet service?  
\_\_\_\_\_
- 48. Do you use multi-year contracts or month to month?  
\_\_\_\_\_
- 49. How much will your enterprise grow in the next 6 months, 1,2 and 5 years? \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(Employees / Offices)