

Broadlook Research process:

1. Initial consultation with Broadlook Technologies

Goals:

- Identify target markets being serviced
- Identify all technologies and services used at client site
- Map current processes
- Perform assessment testing of current team (additional fee)

2. Process audit from Broadlook

Goals:

- Review audit with client for additions and modifications
- Prepare client and remote researcher with short term action plan
- Familiarize both client and researcher with goals
- Set timelines, refresh rates and priorities for all tasks

3. Distribution of software to both client and remote researcher

Goals:

- Start researcher on first impact project
- Provide software to assigned parties and prepare for training
- Resolve any installation issues
- Set up remote research station

4. Joint web conference training of both client and researcher

Goals:

- High level training of client. Make sure client has a strong understanding of **what** each Broadlook application can do (not necessarily how to do it). This will be critical for managing remote researchers and setting proper expectations.
- In depth training for researcher. Optional attendance for client.

5. Initiate first 30 days of Broadlook Research

Goals:

- Familiarize both researcher and client with each other's processes
- Evaluate and determine best practices for daily communication.
- Develop communication log
- Evaluate and modify process