

Current Track - Per Fernando

- STEP 1 Customer Purchases Guidemia Software using Credit Card or Check for \$1200.
- STEP 2 Fernando gets Software License for customer. He then authorizes the software.
- STEP 3 Fernando sends them a sharefile link to download software.
- STEP 4 Fernando adds them to Sharefile then setups folders in Sharefile for customer to upload and download files. This is based on what he has already established with them what they need. The folders need to be setup per the type of Scanit is in order for the Guidemia Software to read the file correctly.
- STEP 5 Fernando then sends them an email link to the Main folder with their personal profile where they will have access to subfolders where they can download and upload their files.
- STEP 6 They must also sign liability before the actual Surgical Guide is made.
- STEP 7 After job, Fernando deletes all files relevant to that patient.

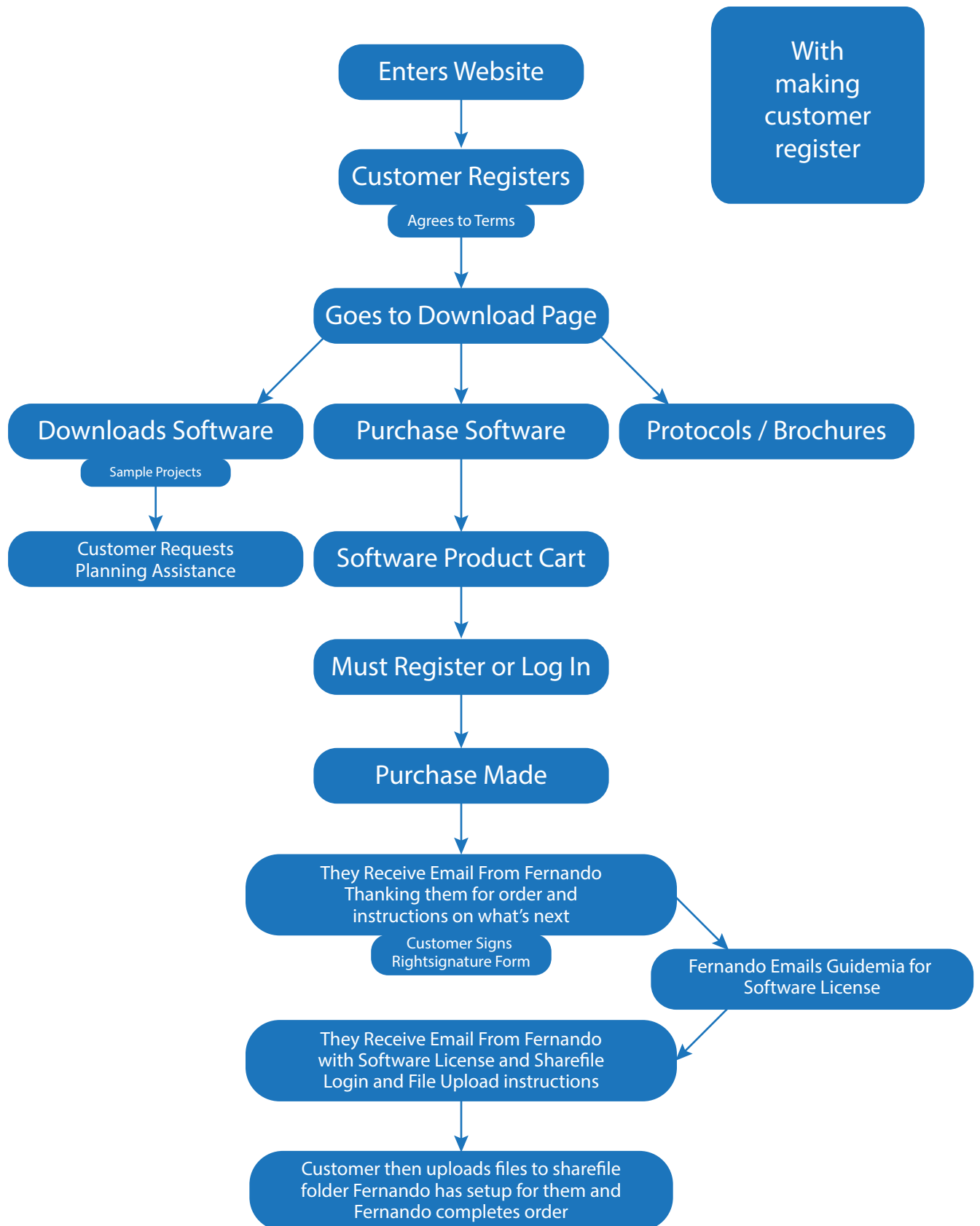
Proposed Track - Per Scott

- STEP 1 Client Registers on the website . This will include the required Liability Form that needs to be signed before registration is complete.
- STEP 2 Upon registration completion, they are routed to download software page. They then can download software and sample projects. Email is sent to Fernando letting him know who registered.
- STEP 3 Once they have the software, they can hit a "purchase/activate" button embedded in the software that allows them to have full working version of software.
- STEP 4 If necessary, SIG contacts the customer to complete License activation.
- STEP 5 Fernando then sends them an email link to the Main folder with their personal profile where they will have access to subfolders where they can download and upload their files.
- STEP 6 They must also sign liability before the actual Surgical Guide is made.
- STEP 7 After job, Fernando deletes all files relevant to that patient.

The main issues that are impeding this being a simpler process are:

1. Retrieving License. If everything was done through the software itself, which is the case with most online software programs, that would reduce 2-3 steps. And could easily all be handled from the website.
2. Setting up specific Sharefile Folders. This could also be handled in the software itself. This would reduce Fernandos workload and make it much easier for the customer to navigate.

Customer Experience for SI-Guide Software



Customer Experience for SI-Guide Software

