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## **Corporate Technical Capabilities**

Our specialty at Raosoft, Inc. since publishing our first software products in 1991 has been electronic usage. We were the first to offer a network .exe that PC users could fill out and return, and UFill has been used successfully in thousands of US wide and worldwide collections since, including Air Force, Army and Navy projects. With the arrival of the web, we developed immediately InterForm and EZSurvey for the Internet, WebReport and WebTools for web-based site usage.

We write our software from scratch, and own all copyrights. Our architecture allows us to stay on the front edge of technology and we can move in unlimited ways with new features, and take advantage of newly evolving technology. Our software is written in C++, to military specifications using standard HTML output. Our software is a database management system, and our programs provide for the collection, handling, and reporting of the data--a complete system. The database is extremely robust and is used by the Pentagon, DoD, and other mission-critical military users because of the high data security and integrity it provides.

We have been in business since 1991, and our customers use our software in ways that have become an integral part of their business operations. For example, the US Army uses our InterForm-based software for training evaluation applications for the Army schools, and for occupational statistics data gathering, as well as climate-type and other surveys. The Air Force uses InterForm software to support its Chief of Staff Climate Survey application that provides for worldwide data collection. The federal government Office of Personnel Management has used our software for years, sending out multiple surveys each week to the government population. Many training areas in the Air Force use our software for feedback and evaluations in their programs. Raosoft, Inc. has extensive experience in providing survey-type software IT program management support services including the below.

- **Strategic Planning:** We evolve an overall vision for the project in discussions with the end users. We carefully monitor implementation to insure that the individual work tasks agree with the overall intent. We assist with the planning for final deployment at the customer's, to insure that the software solution has successful entry into work processes.
- **Specification for new software solutions:** Each project normally requires its own set of specifications to provide for a successful software solution. These specifications are determined through meetings with the end users to discuss known requirements. We also suggest alternative scenarios to provide for these requirements. The meetings are held at initial time of contract start, and then at appropriate intervals through the work period.
- **Specification for new software architecture:** New software architecture is often required for an application, and Raosoft, Inc. provides this programming work in response to changing application needs, or to take advantage of new technology that has appeared. Specification for architecture changes are obtained again through personal contact with the end user representatives.
- **Support during pilot and roll-out periods for new software solutions:** Raosoft, Inc. supplies support during pilot testing of applications, either onsite if appropriate or through close phone contact. Normally there are at least two pilot programs, a first pilot and then another after modifications have been made, to ascertain that the program is as expected. After roll-out, support continues as needed to smooth the usage patterns and correct for any problems that might emerge.
- **Configuration Management:** Help with configuration of web servers and network servers is a part of the software solution. Raosoft, Inc. works with the server administrators to set the right configuration requirements to achieve success with the particular computing environment.

Raosoft, Inc. has extensive experience in all of the IT Support Services outlined below, plus in additional related areas.

- Survey and questionnaire development, web-based and electronic: Raosoft, Inc. has developed the InterForm, EZSurvey and SurveyWin authoring packages to provide for web, email, LAN, diskette, notebook, touch-screen and pen-based, and wireless mobile collecting devices. All standard servers are supported for Web and email data collection.
- Software support services for Raosoft, Inc. software: We support our own software. No one else owns our code so we are the developers who are able to modify the existing software and add to it.
- Electronic form automation and data gathering: Our authoring programs provide for the form design; other modules we have already programmed and which are in our library, plus our research and development work, provide for other requirements that might be needed to replace a paper process with electronic processes.
- Design and analysis of reports, PC and Web-based: Our EZReport for the PC and our WebReport for the web are statistical report writers. They serve as bases from which components can be integrated with form design to provide a complete data collection and reporting system.
- Secure data collection on the web: Our software routines have specially written CGI scripting that protects against intrusion into the server; hackers are maintained within the form instrument. Other protective software routines are embedded for security purposes. Server software is available that lets data be collected simultaneously from multiple collection sites.
- Monitoring of reports from web data collection: Our Counts program lets headquarters and off-sites track and monitor the collection of data, and perform queries from off-sites as well as headquarters.
- Provide high-level data integrity during collection: Our software provides routines that protect the accuracy and precision of the data, so that records are not lost nor the databases corrupted from passage through internet channels. These are special software programs.
- Statistical database analysis software: Our EZReport and WebReport are statistical analysis and reporting tools. Some analysis is default and some is customizable for end users. We are able to add analyses for customers as well.
- Application development and programming for data collection software, including new architecture development: We are experienced in providing new coding architecture for programs, and developing special interfaces to contain the components of a work process.
- Installation and operations support: We can provide either on-site or phone assistance for installation of our software. We customarily provide continuing technical support and guidance for projects after completion.
- Development, implementation, operation, maintenance, and management of electronic data gathering systems: Most of our major projects include these components as part of the process of electronic usage.
- Training: We have established training classes, with material and costs displayed on our web site, for our end user products. We can provide customized training as well for any of our software or special projects.
- Web hosting for surveys and questionnaires: We provide full service hosting on the web for customers who would like us to handle the hosting. Information on our hosting is available on our web site, [www.raosoft.com](http://www.raosoft.com).