



TeamMate[®]

Consulting Services



Sama Audit Systems & Softwares Pvt. Ltd.



Wolters Kluwer
Audit, Risk & Compliance

Thank you for your interest in TeamMate Services. We offer a variety of services designed to enhance your set up and usage of the TeamMate software which include Consulting, Training, Project Management and IT Services.

A successful TeamMate Configuration will significantly enhance your organization's effectiveness. We will work closely with your Configuration leaders to help maximize the return on your TeamMate investment by ensuring that your audit methodology is firmly embedded into the TeamMate Suite and your auditors are empowered with the skills to reach their full potential. Our service offerings start from the day you license TeamMate and are available and can be beneficial even after you have been using TeamMate for years.

Our team of dedicated consultants has extensive IT, TeamMate and Internal Audit consulting experience and offers a wide array of TeamMate services designed to help you drive maximum value into your audit process.

We assist organizations of all sizes by providing the following services:

IT Services:

- **Technical Installation and Upgrade Service** — Complete on-site or remote installation services for the entire TeamMate Suite or individual suite components. This service is also offered to upgrade your current TeamMate installation and migrate your existing TeamMate data to the latest version of the TeamMate Suite.
- **Hosting Services** — We provide a hosting solution that takes care of all your TeamMate IT needs, including database, web and application servers. We manage the servers and take care of all TeamMate upgrades. All of your data is secured in a world class facility and accessible over the Internet.
- **Custom Reporting Services** — We can assist you in further automating your reporting process through the creation of custom TeamMate report templates, including TeamMate EWP audit reports as well as extensive suite-wide reporting needs.

Project Management Services:

- **Project Management Roll-out Assistance** — This service is designed to provide you guided step-by-step assistance through all stages of the TeamMate roll-out process. A TeamMate Project Manager will focus on very specific areas and milestones to ensure your roll-out is a success.
- **TeamMate Champion Services** — Through this service we assist clients with their TeamMate Champion needs by providing functional and technical consulting services for processes that would typically be performed by an in-house champion. The TeamMate Champion administers the application and serves as the TeamMate subject matter expert within an organization.

Consulting Services:

- **Best Practice Usage Reviews** — We can provide a best practice review of your TeamMate usage. We examine actual audit files, TeamStores and Templates and provide an expert evaluation of your current TeamMate usage and suggest ideas for improvement.
- **Configuration Consulting** — On-site consulting to help your department configure your current methodology and best practices into TeamMate. This session(s) is held in advance of end-user training.
- **Data Import Services** to jump start your implementation - Various import templates are used to pre-populate your TeamMate database

Training Services:

- **Champion Training** – This course is designed to show how to update and maintain all modules of the TeamMate suite on an ongoing basis.
- **End-User Training** — We offer a comprehensive selection of on-site, hands-on, end-user training sessions for any TeamMate module. These sessions are highly interactive and geared around your department’s methodology.
- **Update Training** — Hands-on overview of new features and enhanced functionality to your department in conjunction with a new TeamMate release.

Regional Training Centers:

- We provide hands-on courses for Champions to receive certification on the various modules of the TeamMate suite, offered monthly in our Tampa office and periodically in other regions.



Table of Contents

IT Services	4
Project Management Services	5
Consulting Services	6
Implementation Configuration Consulting.....	6
Champion Training.....	9
End-User Training.....	12
Upgrade Services	14

IT Services

Installation Services — Typically 1-2 days

As part of this installation service, our IT Services consultants work with your IT department to install and configure the TeamMate Suite in both test and production environments. This installation session outlines the critical role IT departments play in a successful TeamMate Configuration and includes the following:

- Fitting TeamMate into your IT environment
- Understanding installation procedures and potential issues
- Installing the suite
- Configuring the web and database servers
- Planning the deployment of the desktop applications and configurations of end user preferences

This service can be provided on-site or remotely using remote connectivity software. It includes installation of the entire TeamMate suite database and web-based components.

Note: Requires IT personnel access and/or technical Configuration team members.

TeamMate Hosting Services

With TeamMate hosting solutions, secure access to your custom TeamMate environment is available over the web. Hosting can be a cost-effective alternative to on-premise installation, providing a powerful and stable environment without the burden of deploying software and developing the associated infrastructure. Choosing TeamMate hosting allows your organization to concentrate on building your business, not your infrastructure.

Availability

With TeamMate hosting solutions, your data is available when you need it. Your information resides on our managed servers, which are load balanced to provide maximum performance and stability. Your employees access your audit programs, work papers, recommendations, and other TeamMate data securely through the web. In today's information technology environment, employees expect web access to their tools. TeamMate hosting solutions allow you to support your remote and local teams with the same flexible, stable environment.

Cost Savings

Your organization can achieve significant savings by letting us host your TeamMate Suite. Most organizations find that the cost of a hosted solution versus developing their own environment is significantly lower. The need to purchase and manage additional hardware as your TeamMate databases expand is eliminated. In addition, the involvement of your information technology staff is minimized, since our team fully supports user access, manages the servers, and monitors performance. TeamMate hosting solutions are a cost-effective and flexible answer to the needs of many organizations.

Secure Solution

With TeamMate hosting solutions, your information is protected and secure from physical risks and unauthorized access. Industry standard firewall, backup, and data center security technologies and processes are in place to keep your data available and secure.

Hosting Options

Both Full and Lite Hosting solutions are available, providing flexible options to best suit your organization's needs, and include use of the full TeamMate Suite and hosting support. With Full Hosting, all your team needs is access to the Internet. The TeamMate Suite software components and database(s) reside on our servers. Lite Hosting uses a model where the TeamMate database resides on our servers and the components of the TeamMate Software Suite are installed locally on your PCs.

Hosting Support

Hosting clients have full access to the TeamMate support team. Our support team can assist with general questions about using the TeamMate Suite. Access support is also provided for our hosting clients. Issues with access and availability are support.

TeamMate Hosting requires One Day setup, configuration and installation plus monthly management

TeamMate Report Services

Custom Report Creation

Our services team can create a variety of custom TeamMate EWP Report templates for you. Use our expert report developers to create advanced audit report templates that can be used in TeamMate to automatically generate your audit reports. Incorporate the 360° TeamMate reporting functionality to make the reports interactive for obtaining feedback and responses directly from your auditees.

Our services team can also create custom suite-wide reports that pull data from all modules of the suite — TeamMate EWP, TeamCentral, TeamRisk, TeamSchedule, TeamMate TEC and even TeamStore and TeamAdmin. The information will be viewed from within TeamCentral Reports and can be exported to PDF, RTF, XLS or HTML.

This service is performed remotely. Our team works with a single point of contact in your department to create the TeamMate report based upon sample reports submitted to our team.

Project Management Services

Project Roll-out Assistance

This service is designed to provide you guided step-by-step assistance through all stages of the TeamMate roll-out process. A TeamMate Project Manager will focus on very specific areas to ensure your roll-out is a success.

Examples of what you can expect from this white-glove service include:

- Help you determine the best candidate from your organization to be your internal Project Leader/TeamMate Champion.
- Assist your Project Leader with the selection of the TeamMate Project Team.
- Provide guided step-by-step assistance through all stages of the TeamMate roll-out process.
- Perform regular status follow-up calls with your Project Leader and team.
- Participate in project team status calls.
- Assist with meeting your target dates, specific goals, and best use of the software.

TeamMate Champion Services

Through this service we assist clients with their TeamMate Champion needs by providing functional and technical consulting services for actions that would typically be performed by an in-house champion.

Benefits of this service:

- Direct access to knowledgeable consultants who have extensive audit, IT and TeamMate experience
- Provide consistency and “best practice” administration of the software
- Reduces need for in-house expertise for maintenance and administration of the software
- Eliminates the challenge of staff turnover of internal champions
- Assistance when a customer is unable to utilize internal staff for the Champion role

Consulting Services

Implementation Configuration Consulting

Best Practice Review and Process Walkthrough — *Typically 1 to 2 days*

This session may be held as a kick-off meeting prior to your initial set up or may be held after your organization has completed its TeamMate Configuration.

This session typically includes:

- Detailed demonstration of the TeamMate Suite and latest features
- Gaining an understanding of your current audit processes (from audit plan development through oversight reporting). “White board” outline of your current process and how TeamMate will help gain efficiency through use of the suite.
- Walkthrough existing needs, with focus on how TeamMate can accommodate desired methodology, needs, adjustments, etc.
- Discussion of potential process changes
- Understanding reporting needs (audit reports, department management reports, audit committee reports/presentations, etc.)
- Aligning processes and reporting needs with TeamMate Configuration

A best practice review includes the examination of actual audit files, TeamStores and Templates to provide an expert evaluation of your current TeamMate usage and suggest ideas for improvement.

TeamMate EWP (Electronic Working Papers) — *Typically 2 days*

This session focuses on configuration of the software to align your department’s methodology within the TeamMate suite. TeamMate EWP is a highly flexible, configurable tool which supports many different types of audits and methodologies. This session is designed to ensure that your configuration accommodates your audit workflow, embedded cultural behaviors, and any compliance requirements which may be crucial to your organization.

This session may include:

- Aligning your audit methodology, terminology and categories with TeamMate structure
- Creating an Audit Template to streamline and standardize your planning process
- Incorporating your department’s standards in your configuration
- Developing a TeamStore (knowledge base) of your department audit programs, work paper templates, etc.
- Customizing system settings to meet the needs of your organization
- Understanding how settings in EWP impact the other TeamMate suite components

Note: Attendees typically include the department’s Configuration Team and the TeamMate Champions.



TeamRisk

TeamRisk is a highly configurable tool which facilitates multiple approaches to performing a risk assessment. The Configuration consulting workshop is a high level session geared toward migrating (or establishing) your department's methodology into TeamMate. During this session we review the concepts of the Risk Universe, Audit Universe, Scoring Options, Impact and Likelihood as well as inherent and residual risk with an eye toward aligning your existing preferences and key drivers into TeamRisk.

This session typically includes:

- Learning how to create a new risk assessment using your risk scoring methodology
- Aligning your organizational structure
- Customizing risk parameters and categories
- Identifying custom measures to capture metrics such as materiality
- Understanding reporting capabilities
- Managing TeamRisk security access and permissions
- Understanding how to distribute your assessment using TeamRisk Web

Note: Configuration Workshop attendees typically include the key staff responsible for the risk assessment methodology.

TeamCentral

TeamCentral is a web-based audit and issues tracking database which allows you to report on historical project data and track the Configuration status of recommendations made by your department. The TeamCentral Configuration consulting workshop is geared toward understanding your reporting requirements and determining how they can be achieved using available report templates in conjunction with data captured in your audits. This may include a review of your EWP audit templates to ensure they are designed to produce your desired TeamCentral output.

This session typically includes:

- Understanding which audit and contact roles to choose to fit your needs
- Understanding the workflow behind the recommendation lifecycle
- Setting up security and policies
- Identifying how you can use security groups to assign access to audit data
- Generating your own custom search queries
- Identifying how you can create customized layouts for your audit reports and searches
- Exploring how to migrate historic data
- Establishing custom terminology in alignment with EWP settings
- Setting up your Importing company contact details into TeamCentral database
- Setting up email notifications, default dashboards, client surveys and standard reports

Consulting Services

TeamSchedule

TeamSchedule is a comprehensive tool that allows you to schedule audits and ensure appropriate staff are assigned to complete those audits. This session is designed to steer you through the customization of schedule settings and preferences so that your Configuration accommodates your department's resource, project and budget management.

This session typically includes:

- Setting up resource and non-working event categories (e.g., training, holidays)
- Understanding policies available for scheduling optimization (e.g., work weeks, conflict settings, skill sets)
- Defining roles and permissions for the TeamSchedule users
- Establishing resource rates to keep track of budgeted costs
- Learning how to effectively categorize your resources and projects
- Defining your reporting needs
- Customizing access and user security rights

Note: Attendees typically include the Configuration team and scheduler(s).

TeamMate TEC (Time & Expense Capture)

TeamMate TEC is a web-based application used to capture and report actual time and/or expenses related to audit projects and tasks. TeamMate TEC provides multiple configuration and reporting options while utilizing a simple, web-based, user-friendly interface for entering time and expenses. The purpose of this session is to understand the configurations, settings, and policies available to align the time and expense entry with your reporting needs.

This session typically includes:

- Customizing time and expense categories
- Identifying non-working events
- Setting up the reporting framework for your time and expense sheet
- Defining policies and timesheet submission rules
- Managing email reminders
- Defining user security roles and approval hierarchy
- Understanding how TeamMate TEC integrates with the TeamMate suite

Data Import Services to jump start your implementation

We can work along with you or you can hire us to perform the data import for you. Through the use of data imports we will populate your database in various areas and assist you either remotely or while on-site with a more comprehensive setup using imports and close interaction with your team.

You have the option to pre-populate and import data into:

TeamAdmin:

- Import your department members into TeamAdmin
- Define and set up the Global Organization Hierarchy
- Populate the categories
- Add detail to templates
- Set up and test email reminders for all modules

TeamStore:

- Risk and Controls
- Audit Templates
- Audit Programs
-

Champion Training

These are a series of hands-on courses designed to teach your department champion(s) how to update the various TeamMate modules and reports.

TeamMate Champion Workshop — Typically 2 days

Designed for the Champion to understand and update TeamAdmin and TeamMate EWP

TeamAdmin

- Change Global Organizational Hierarchy
- Establish a new Audit Plan
- Add new users
- Modify and set-up of email notifications
- Merge or replace resources and categories

EWP/TeamStore

- Make changes to EWP Template Master Project(s) & Template(s)
- Understand and navigate the TeamMate Explorer
- Utilize the TeamStore for audit programs, testing templates, pro-forma issue write-ups
- Understand the Risk Library and how to link components together with TeamStore procedures
- Modify and incorporate your current processes into a best practice template
- Review the TeamMate EWP Risk and Control Viewer and how to apply the TeamStore Risk Library.
- Understand the Replication “Conflict Resolver.”
- Apply standard preference settings to all users
- Learn how to work with .TMC files
- Understand different authentication models
- Find out where to go for help in case of difficulties

TeamRisk

This hands-on session concentrates on the end-user training necessary to perform and report on a full risk assessment.

Session topics may include learning how to:

- Create a new TeamRisk assessment
- Input your risk and audit universes into TeamMate
- Align risks to your audit universe
- Score risks and entering mitigating controls
- Generate your audit plan (based on risk)
- Report results of your risk assessment
- Manage web-based self-assessments
- Understand how to release projects to TeamSchedule and/or TeamMate EWP

Note: Attendees typically include department members who will be involved in the risk assessment. This course is typically delivered after the TeamRisk Configuration consulting course for maximum impact.

Champion Training

TeamCentral

This hands-on session focuses on generating reports, queries and searches in TeamCentral and how to monitor and follow up on the status of recommendations and action plans.

Session topics may include:

- Understanding key functionality and navigation of the interface
- Creating updates to customized layouts for your audit reports and searches
- Generating your own custom search queries
- Reviewing the capture of data from EWP audits in TeamCentral
- Updating, reviewing, and signing-off on audit action points
- Changing email notifications
- Tracking the status of all projects in the TeamMate Suite database

Note: Attendees may include users responsible for monitoring audit follow-up; business contact users required to update audit action points; audit management users responsible for generating committee reports.

TeamMate TEC

In this hands-on session we will ensure that your auditors understand how to complete and submit time/expense sheets, follow designated approval processes (if used), and generate reports.

Session topics may include:

- Monitoring time and expense sheet submissions
- Managing approval of timesheets/expense sheets
- Exploring viewing and reporting capabilities to analyze budget variances and utilization
- Updating annual non-working events
- Running reports
- Managing email reminders
- Updating user security roles and approval hierarchy
- Understanding how TEC integrates with the suite

Note: Attendees typically include users responsible for submitting time/expense data and those responsible for approving timesheets and generating departmental reports.



TeamSchedule

In this hands-on session we will ensure that your scheduler understands how to schedule projects, identify appropriate tools for assigning and locating resources, and generate project- and resource-based reports. Additionally this session covers staff usage of TeamSchedule web.

Session topics may include:

- Updating annual non-working events
- Defining searchable skill sets
- Establishing resource rates to keep track of budgeted costs
- Creating a new audit plan and identifying budget estimates
- Managing double bookings and conflicts
- Assigning scheduler's ownership to projects and teams
- Scheduling your audits on the Gantt interface
- Understanding the tools available for assigning resources
- Generating reports on key project and resource information

Note: Attendees are typically the audit schedulers.

EWP Report Writing Training Workshop

TeamMate EWP has a powerful reporting engine which enables you to instantly generate a comprehensive audit report that incorporates virtually all data elements captured in an audit file. The bidirectional 360° functionality also allows the insertion of fields that can be updated by management in a simple Word format and imported back into the EWP audit details.

This ½ day hands-on session teaches attendees how to install and use the TeamMate Report Authoring tool to create basic report templates and modify existing TeamMate audit report templates. With the purchase of this session, in addition to the ½ day of training, our IT Services team will create an initial custom report template for you.

Session topics may include:

- Generating reports from EWP
- Installing the Report Authoring Tool
- Modifying a report template
- Sorting, grouping and creating conditional expressions
- Importing draft report comments into EWP

Note: Beginners' course; Attendees may include the department's Configuration Team and Champions

Regional Training Opportunities

Centralized TeamMate training classes are offered on a scheduled basis throughout the year at our exclusive TeamMate Training Center in Tampa, Florida. We provide occasional training in other key geographic locations on a periodic basis. A summary of currently scheduled classes with agendas are posted on the TeamMate User Community.

End-User Training

TeamMate EWP — *Typically 1 day per class*

The objective of this hands-on training session is to ensure that each auditor in your department fully understands the planning, documentation and review functions of TeamMate EWP. We will work with you to build an effective training plan incorporating a blend of interactive exercises, discussions and a follow-my-lead approach. By incorporating your own audit data, your auditors will feel comfortable in the training environment and gain a solid knowledge base that enables them to prepare for and conduct a successful audit. Agenda is customized for each client's needs.

Session topics may include:

- Creating audits
- Creating and setting up audit procedures
- Creating and importing work papers and work paper templates
- Creating and "getting" risks and controls
- Documenting, annotating, signing-off, reviewing, & scanning audit schedules
- Using tick marks and cross-references
- Raising issues (and integration with TeamCentral)
- Customizing user preferences
- Practicing replication functionality and offline working options
- Sending review notes to team members
- Sorting, grouping and filtering documents
- Reviewing using drill-down snapshot link and summary viewers
- Generating your audit report
- Collaborating and sharing documents across the team
- Preparing the audit for follow-up
- Wrapping-up the audit

Note: Attendees typically include end-users who will be responsible for the planning, documentation and review of audit work papers. Training class size is limited to 20 attendees.



Suite End-User Training — Typically 1 day per class

TeamRisk:

- Scoring a TeamRisk assessment
- Sending Risks to TeamStore from EWP

TeamCentral:

- Understanding key functionality and navigation of the interface
- Understanding how TeamCentral interacts with other TeamMate modules
- Generating reports of current and historical audits and issues
- Reviewing the capture of data from EWP audits in TeamCentral
- Updating, reviewing, and signing-off on audit action points
- Tracking the status of all projects in the TeamMate Suite database
- Creating and using TeamCentral Dashboards

TeamSchedule:

- Accessing personalized schedules in TeamSchedule Web
- Booking personal days

TeamMate TEC:

- Entering time and expenses related to projects, non-working events or administrative tasks
- Saving and submitting timesheets/expense sheets



Upgrade Services

IT Upgrade Services — *Typically 1 day per environment (test and production)*

This complete service is designed for the organization that is presently using TeamMate R8 and looking to upgrade to a newer version. The service includes program installation and migration of existing data.

As part of the upgrade services we work with you or your IT department to install the TeamMate Suite as well as provide planning for the deployment of the desktop applications and configurations of end user preferences.

Session topics may include:

- Uninstalling previous version of the TeamMate Server
- Fitting the new version of TeamMate into your IT environment (if upgrading from R8)
- Understanding installation procedures and potential issues
- Installing the new version of the TeamMate suite
- Configuring the web and database servers
- Configuration for user authentication
- Conversion of suite database
- Planning the deployment of the desktop applications and configurations of end user preferences

This service can be provided on-site or remotely using remote connectivity software. It includes installation of the entire TeamMate suite database and web-based components.

Note: Attendees typically include IT personnel and technical Configuration team members.

Data Migration Services — *Typically 2 or more days*

This service is designed for the organization that is presently using TeamMate R8 and upgrading to a newer version. Data migration services are designed to help you import your existing TeamMate data into a newer version of TeamMate. The exact length of the data migration service depends upon the volume and type of data to be migrated.

As part of the data migration services we work with you or your IT department to migrate data to the new version of the TeamMate Suite.

Session topics may include:

- Conversion of existing EWP projects
- Conversion of suite database data to new format
- Migration of TeamStores and Libraries

We recommend performing a complete migration in both test and production environments.

Note: Attendees typically include IT personnel and technical Configuration team members.

Consulting and Training Services — Typically 2 or more days

TeamMate version upgrades and accompanying data migration provide opportunities for you to further implement your audit methodology. This is the best time to re-evaluate your process and to consider the use of additional TeamMate modules. Since all of the projects are in one robust database this allows you to have cross project reporting. Your department leadership will benefit from our consultants' expertise in both Internal Audit and TeamMate.

- We can assist you in outlining a plan of how to best migrate to the newer version
- Help determine and configure "how" and "what" you need to achieve throughout the suite
- Help maximize your use of TeamMate in your group
- Evaluate your current process and recommend best practices

For optimal planning, modifications, delivery and roll-out of the newer version we recommended you meet with a TeamMate consultant:

- prior to starting your IT portion of the upgrade
- after the test installation and data migration has taken place
- again after the production environment has been established

Continuing Professional Education Credit

Earn Continuing Professional Education (CPE) credits while attending training sessions. Participants earn CPE credit for each training hour completed.

CCH in the United States is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of Continuing Professional Education on the National Registry of CPE Sponsors. State boards of Accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN, 37219-2417.

For participants outside of the United States, please note that CPE requirements may vary. Please verify that this program meets the requirements of the entity to which you report on CPE credit.

Ordering Information

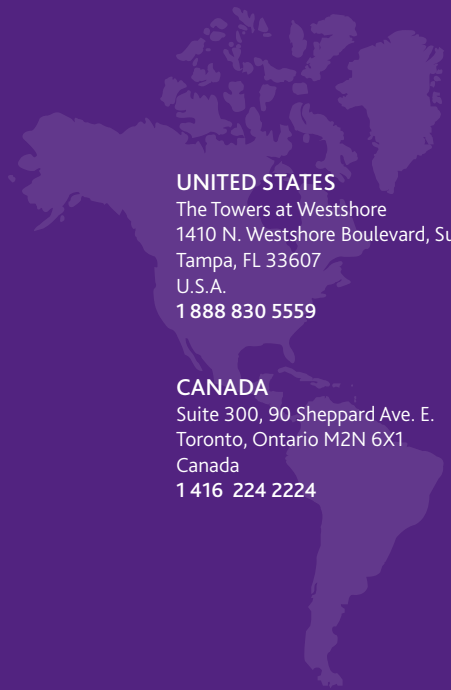
To order any TeamMate services, please contact us at TeamMateServices@wolterskluwer.com, Jackie Epplin at 888-397-9993 or contact your regional sales representative.

Note: There is a 25% per day cancellation fee for cancellation of any course or consulting session within three weeks of the scheduled date.

Please Note: Training classes are limited to 20 attendees per session.



For more information about how TeamMate can improve your audit process, call **1-888-830-5559** or visit **TeamMateSolutions.com**

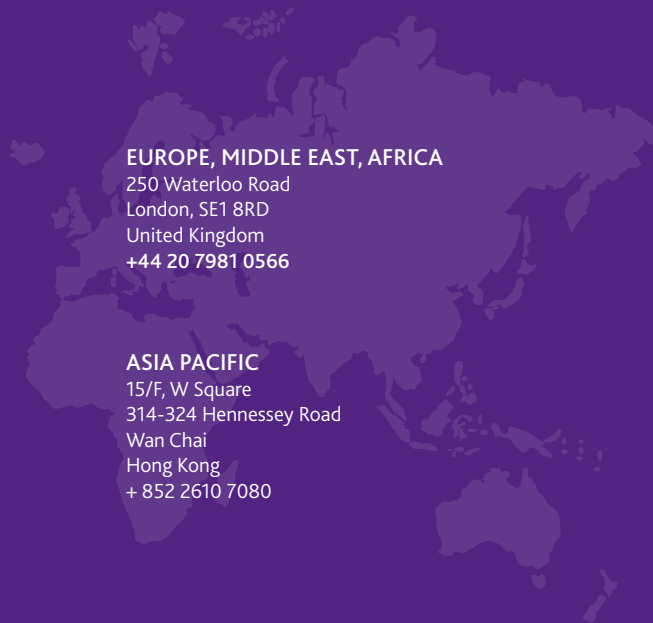


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