

- SAMPLE ONLY -

12th September 2007

Mr. A Johnson
Aircraft Plastics Limited
Airfield Way
Southend Airport
Essex
SS8 9PQ

Our ~~ref~~Reference: KH/dmh

Your ~~R~~reference:

Dear Alan,

Re: Remote Working Project

~~First of all~~ I would like to thank you for inviting us ~~in~~ to meet the project team for the remote working initiative. Simon and I enjoyed ~~our~~ the tour of the facility. ~~We and it found it certainly is~~ interesting to ~~see~~ view the aircraft in such a different light than one does as a passenger.

We have outlined our thoughts for moving the remote working project forward. ~~We and~~ have ~~also~~ detailed some general ideas and issues that we ~~believe~~ think your team will wish to consider.

~~Requirements~~ REQUIREMENTS

Our understanding is that you are looking for ~~looking for~~ 22 senior managers ~~who can~~ to be able to access the AP network from their home ~~locations~~. ~~E~~ There is also a further requirement for email access is also required for the sales team and the board which comprises a total of nine email accounts. The remote workers all have broadband access at their homes and alternate work locations.

~~There is also a requirement that a~~ suitable instant messaging solution ~~must also be~~ implemented for use by all staff, ~~as well as~~ and a block ~~placed upon~~ on all unsanctioned IM use.

~~There is also a requirement for~~ key skills ~~must also be~~ handed over ~~handover~~ to the AP IT team and IT helpdesk support ~~from~~ the Contour support desk on a Monday to Friday, 8am to 6pm basis.

~~Recommendations~~ RECOMMENDATIONS

VPN Hardware

We recommend ~~installing that~~ a Fortigate FG800 ~~is installed~~ at the IT Centre ~~in~~ Southend, ~~with~~ VPN connections to remote locations ~~will~~ for provide effecting network access to homeworkers-

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~~access to the network.~~

The FG800 will also be configured with a firewall ~~configured~~ to replace the current outdated Neoteris firewall ~~currently installed.~~

The firewall should be managed on a 24/7, -365-day basis and patched as required when software updates are issued.

We recommend ~~that installing~~ FG60's ~~s are installed~~ at each remote worker location to enable for VPN access to the AP network via the FG800. Existing broadband connections at home-worker locations can be retained, or if centralised control is required we can arrange for a provider recommendation if centralised control is required.

Email Access

We recommend ~~the installation of~~ replacing your current email package with Microsoft Outlook ~~to replace the email package currently employed~~. Given the issues regarding downtime with the existing email server, we further recommend that the hosting the email solution ~~be hosted~~ at Contour's hosting centre located at Redbus Interlink, Docklands.

~~We recommend that the server is~~ if the server is managed by Contour, as we can are able to guarantee email access and server uptime ~~in excess of~~ higher than 99.9% (refer to attached SLA).

Instant Messaging

We recommend installing ~~that~~ Microsoft Live Communications Server ~~be installed~~ on an HP ProLiant server at the AP network location in Southend. This software will provide ~~the~~ instant messaging capability to all staff with network access.

In addition, we recommend installing a RealTime Guardian box at the gateway of the AP network centre in Southend. This will ~~To~~ block unauthorised use of Instant Messaging clients such as Yahoo! and AOL; it will also and block greynet applications such as Limewire and Kazaa, ~~we recommend that a RealTime Guardian box be installed at the gateway at AP network centre, Southend.~~ We also ~~recommend~~ propose that this be remotely controlled by the Contour 24/7 security team at Chelmsford with permissions assigned by AP IT Director, Tony Grimm.

PROJECT IMPLEMENTATION ~~Project Implementation~~

Project Team Resources

The project manager will be Simon Branson, He ~~who~~ will also oversee AP technical training and knowledge transfer during the project implementation.

Additional Contour staff will be used as required, H ~~h~~owever, one of the aims of the project implementation phase is ~~will be~~ to transfer skills and knowledge to AP's IT team, Therefore, ~~and to~~

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~~this end~~ we shall use AP staff ~~shall be used~~ whenever ~~never~~ possible.

John Lithgow, the Senior Security Manager, will handle the firewall configuration and VPN implementation.

The following are approximate timescales for implementation of the project:

FG800 <u>I</u>nstallation &and <u>C</u>onfiguration	4 days
FG60 <u>C</u>onfiguration	4 days 4 days
<i>(AP staff will handle remote location installation)</i>	
VPN Implementation	7 days 7 days
MS Outlook <u>I</u>mplementation	2 days 2 days
MS Live Communication <u>S</u>erver	3 days
RealTime Guardian <u>I</u>nstallation	2 days

We expect ~~that~~ the remote working aspect of the project ~~can be~~ to be completed within 14 days from project commencement.

Costings

Fortigate FG800	£2,220.00 £2,220.00
Fortigate FG60 x 22	£1,760.00 £1,760.00
FG VPN Module	£ 776.00 £ 776.00
<u>F</u>irstst - <u>Y</u>ear FG <u>S</u>ubs	£3,880.00 £3,880.00
MS Live Communications Server	£4,288.00
MS Outlook Enterprise <u>E</u> dition	£5,780.00
RTG Guardian	£1,899.00 £1,899.00

These prices are E&OE and ex VAT. Items are sourced using our discounted suppliers. However, if AP is able to source them ~~se~~ cheaper, Contour will use the AP supplier.

Contour technician time is charged out at a rate of £375 per day ex VAT.
Project management time is charged at the rate of 15% of total man days ~~charged~~ ex VAT.

All expenses are chargeable to AP at cost using second ~~2nd~~ class rail travel or 40 pence per mile as applicable. Overnight accommodation is recharged to the client with prior permission.

~~Summary~~ SUMMARY

Contour has ~~ve~~ a great deal of experience in implementing remote working projects for a variety of nationally known companies including Help-the-Aged and British Cear Auctions in ~~(Europe)~~. The implementation of the project is a crucial phase where ~~for~~ AP staff can ~~to~~ come to terms with the technology and techniques ~~that are~~ to be employed.

Support post-project implementation is crucial for delivering the business objectives of enhanced

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productivity for remote and office-based staff. Knowledge transfer to the AP staff and helpdesk staff and on-site support for technical support for the AP IT team is also essential. This will contribute directly to project success and the long-term benefits to be derived from implementing the recommended solutions ~~recommended~~.

During ~~At~~ our last meeting, you expressed an interest in both Andy and yourself paying an inspection visit to the Contour dedicated hosting centre at Redbus Interlink in Docklands. Simon will be on site ~~all week for~~ for the entire week commencing ~~3rd~~ 3rd October 3. Therefore, ~~and~~ you are very welcome to choose any suitable day that week for a visit to the hosting centre.

If you have any questions or wish to discuss any aspect of our ~~the~~ recommendations ~~we have made~~, please don't ~~not~~ hesitate to contact me, and I look forward to meeting you again soon ~~shortly~~.

~~Kind regards~~

Yours sincerely,

Fraser McDonald
Managing Director

cc: Tony Grimm, — AP IT Director

Encs.