iLab Solutions, LLC
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iLab Solutions
Save money. Save time. Accelerate research.

Core Facilities Management System
iLab Solutions, LLC

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Table of Contents

iLab Solutions: Company Background

iLab Solutions is a leader in providing web-based management services to academic research institutions. iLab exclusively serves the academic research community, with customers that include leading NIH-funded universities, research hospitals, and independent institutes. iLab leverages a scientific advisory team which includes active PIs with research backgrounds from EMBL, Harvard, Huntsman Cancer Institute, Mt. Sinai, Stanford, St. Jude's, University of Michigan, and Yale.

With five years' experience and a broad customer base, iLab is a stable partner for research institutions. iLab enjoys a positive cash flow and a rapidly-growing customer base (greater than 100% year-on-year growth). More than $3 million in requests are processed every month through the iLab system. The iLab leadership team includes executives with experience from Deloitte, Genentech, Intel, McKinsey, Microsoft, and SAIC.

iLab has extensive experience providing enterprise-level solutions at major research institutions. These solutions include integrations with institutional financial systems (e.g., SAP, Oracle/PeopleSoft, Lawson, Banner, etc.) and identity management systems. iLab's dedicated implementation team and established implementation processes guide every deployment.

In order to ensure stability, security, scalability, and responsiveness, iLab conducts all software development, application maintenance, deployment, and user support internally. This internally-resourced approach results in a close relationship between iLab and our customers and ensures iLab can rapidly address customer needs.

iLab offers a suite of web-based tools for academic research management. The functionality includes core facility service request management, equipment reservation and usage tracking, billing and invoicing, reporting, and lab requisitioning and spend tracking tools. Enhanced sample management functionality is currently under development.

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Important Features of a Core Facility Management Solution

The requirements of core facilities vary based on the type, size, and customer base of each facility. Large institutions with many cores tend to collectively need most if not all of the functionality described in **Exhibit 1**. iLab has developed core facility software which includes the full spectrum of features commonly required by major research institutions.

Exhibit 1 – Table of desired functionality

Area	Desired functionality
Service requests	• Cores can generate custom forms • PIs can individually set approval thresholds • Cores can manage service details and pricing without IT support
Equipment management	• Cores can set available hours, min/max reservations, and limits to when users can create or edit reservations • Cores can set varied pricing depending on time of day • Cores can limit access based on training status • Cores can track actual usage "passively" based on computer log-ins • Cores can bill for scheduled time, actual time, or a combination • Cores can manage equipment details and pricing without IT support
Complex Project Management	• System can require quote and approval prior to core beginning work • Cores can bill for individual services before entire project is complete • Cores can easily track hours spent on projects • Cores can charge back for ad hoc expenses (e.g. consumables) • Cores can generate project plans, share data, update project status, and communicate with customers within the system
Inventory management	• Cores can log sample/inventory location, details, and status • Samples can be associated with specific project requests
Billing/Invoicing	• System can export charges in a format that is easily uploaded into institutional financial system • System can manage internal and external charges separately • System can directly email invoices or recharge summaries to customers
Reporting	• System provides auto-generated reports • Users can generate dynamic reports (e.g., drill-down for details on services by core, by service, by customer, by date range, etc.) • System offers export of full data set for additional analysis
Communication	• Option for cores to share files, links, and comments with customers • Each user can control which automatic update emails they receive
Technical	• Compatible across multiple operating systems (Windows, Mac, Linux) • Compatible across multiple web browsers
General	• Integration with financial systems and identity management systems • Grant validation for internal customers • Ability to set multiple price types (e.g. internal, external, corporate, collaborators, etc) • Full auditable service log permanently available

Advantages of iLab's System

The iLab approach offers a number of important advantages versus alternative models of core facility management. The following list encompasses the major strengths of the iLab system:

- **Stability**
  - iLab has five years of experience with researchers at more than 20 institutions
  - More than $2.5 million in requests are processed through the iLab system each month
- **Academic experience**
  - The system was founded by academic researchers and all iLab tools have been developed in collaboration with NIH-funded research institutions
  - iLab works exclusively with non-profit research institutions such as universities and hospitals
- **Strength and flexibility of software**
  - Customers enjoy a user-friendly interface and an intuitive work flow with flexibility to support established processes
  - Advanced features include project tracking for complex requests, actual usage tracking for equipment, and dynamic, flexible reporting
- **Service and support**
  - iLab utilizes the Software-as-a-Service (SaaS) hosting model, which eliminates local hardware and dramatically reduces local support
  - iLab provides unlimited support directly to end users
  - iLab provides on-going upgrades and enhancements to our customers with minimal interruption and downtime, allowing iLab users to continuously use the iLab system
  - Extensive experience allows for rapid and smooth deployment, including integrations with other institutional systems
  - A dedicated implementation team works closely with each customer

Software-as-a-Service (SaaS) Model

The iLab system is offered under the "Software-as-a-Service" (SaaS) model. Unlike traditional software, customers do not need to set up, maintain, or support the system locally. Instead, iLab creates accounts for customers on a server that is hosted and maintained by iLab. The following list encompasses the key elements of an iLab subscription:

- Software license;
- Initial data and work flow set up;
- Training;
- Customer support;
- Application hosting and maintenance;
- Data backup;
- Continual system enhancements;
- Ad hoc consultative support to cores including modifying work flow, assisting in adding or editing services or projects, and sharing best practices from cores at other research institutions.

Research by the consulting firm McKinsey & Company has shown that the Software as a Service (SaaS) model delivers significant savings in total cost of ownership versus "home-grown" or traditional packaged software. Although the subscription price of SaaS can be higher than the license fee for traditional packaged software, this subscription fee represents 91% of the total cost of ownership, versus just 21% represented by a software license. ("Delivering software as a service," McKinsey Quarterly, June 2007, Dubey and Wagle). McKinsey shows that, when considering total cost of ownership, the SaaS model is provided at a lower cost than the traditional software models both up front and ongoing. The following is a list from this report of how the SaaS model saves time and money:

- Reduces deployment time;
- Does not require infrastructure and application testing;
- Lowers training requirements through simpler user interfaces and self-service training capabilities;
- Does not require ongoing business process change management (i.e., vendors monitor customer usage to enhance functionality; customers provide feedback to influence feature functionality);
- Provides great system availability (<0.1% downtime, versus 1% average for on-site software);
- Provides greater scalability; eliminates paying for excess hardware or software before they are required.

The following charts illustrate analyses conducted by third-party consultants comparing the total cost of ownership for traditional on-premise software versus the Software-as-a-Service model.

Exhibit 2 -- Cumulative Total Cost Comparison for SaaS and On-Premise Mid-market CPM Solutions with 100 Users. Source: "The TCO Advantages of SaaS-Based Budgeting, Forecasting & Reporting," Hurwitz & Associates, 2010, Aggarwall and McCabe.

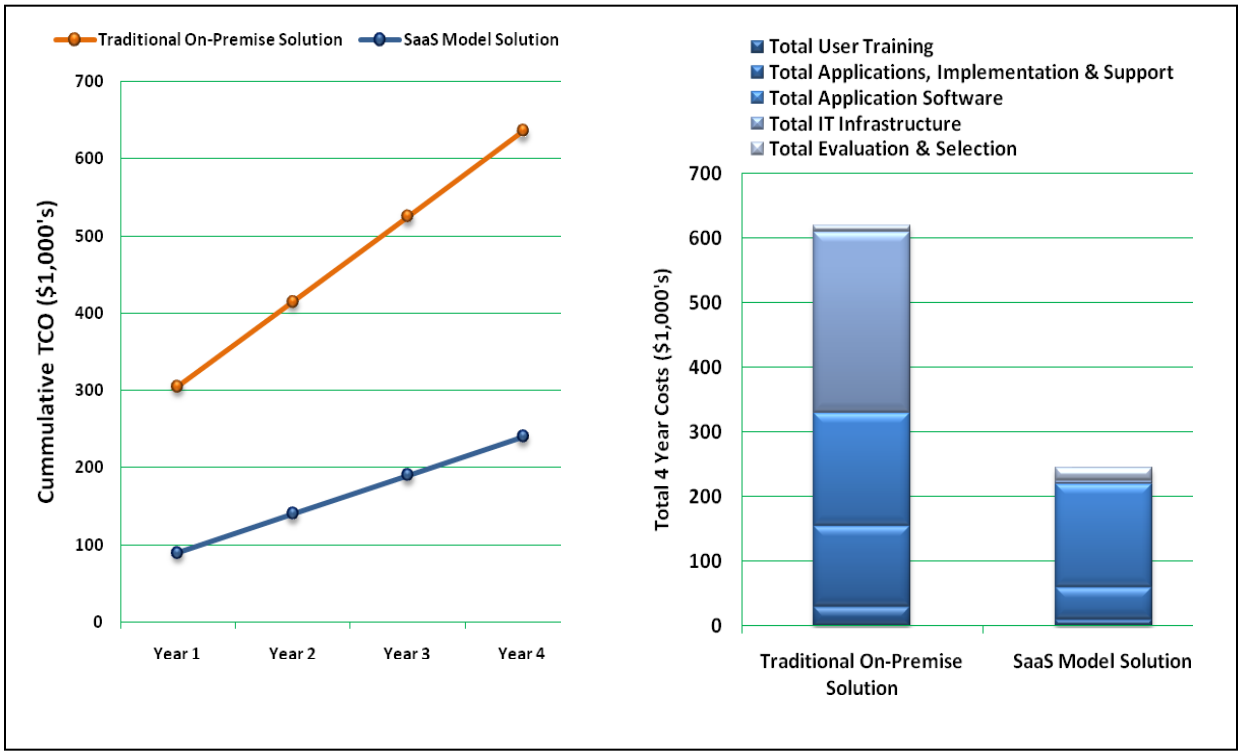

Exhibit 3 -- Total Cost of Ownership Comparison for Sample Deployment. Source: "Delivering software as a service," McKinsey Quarterly, June 2007, Dubey and Wagle.

	Total cost of ownership, $ thousand		
	Software on premises	**Software as a service**	**Sources of savings with software as a service**
Implementation, deployment			
Customization, integration	108	72	• Reduced deployment time, limited customization, self-service through on-boarding scripts
Basic infrastructure testing, deployment	54	0	• Does not require infrastructure and application testing
Application infrastructure testing, deployment	30	0	
Ongoing operations			
Training	101	34	• Lowers training requirements through –Simpler user interfaces –Self-training, service capabilities
Management, customization of business process change	94	0	• Does not require ongoing business process change management – Vendors monitor customer usage to enhance offering – Customers provide feedback to influence feature functionality
Data center facilities rental, operations; security, compliance; monitoring of incident resolution	750	0	• Includes vendor's costs to serve in subscription price (ongoing operations, back-end hardware and software)
Software			
User licenses, subscriptions; maintenance	480	1,500	
Other			
Unscheduled downtime	308	0	• Provides 99.9% general-server availability vs 99%
Unused licenses	92	0	• Reduces unused licenses by 20%, users added as needed
Total costs (including those not shown here)	2,298	1,640	

Technical Requirements and Security

Hardware and Software Requirements

The only requirements for using the iLab system are Internet access and a web browser.

Network connectivity

A high speed Internet connection is required for the optimal iLab experience (broadband, cable, T1 or greater).

SSL traffic

All customers will access the iLab system over an https connection. All traffic using the iLab system is encoded using 256-bit encryption.

Data Storage

All data used by and in the iLab system is stored on servers at SAS 70 Level II-Certified facilities. Servers benefit from geographic redundancy to prevent data loss due to fire or natural disasters. Data centers are all physically protected by 24/7 security.