



Web-based Unified Collaboration Environment
Share • Collaborate • Achieve


September 2008

Introduction

Over the past decade, huge competitive advantages have been realized by firms that have invested in enterprise process-improvement technologies such as Enterprise Resource Planning and Customer Relationship Management systems (i.e. the “back office”). Similar gains will be available during the months and years to come to those organizations that can streamline the flow of information and knowledge of the day-to-day work, and better organize communication and collaboration amongst internal project teams (i.e. the “mid-office”).

Real-time, secure and dynamic communication, collaboration, task and project management will be integrated into a framework which allows work teams to easily and seamlessly share task and project schedules, contacts, calendars, discussions, important documents, and a wide variety of both internal and external information through a common user-friendly interface. This same real-time framework will provide a level of collaboration, transparency and accountability that has been unheard of within traditional solutions (e.g. email). Qtask is at the leading edge of this evolution, as one of the first companies to create a Unified Collaboration Environment which increases productivity by eliminating the communication and information organization problems inherent within existing and often used applications that hinder successful results.

In the past, organizations have grown accustomed to using a variety of disconnected tools to manage their activities and projects. A new project, for example, might involve the following steps:



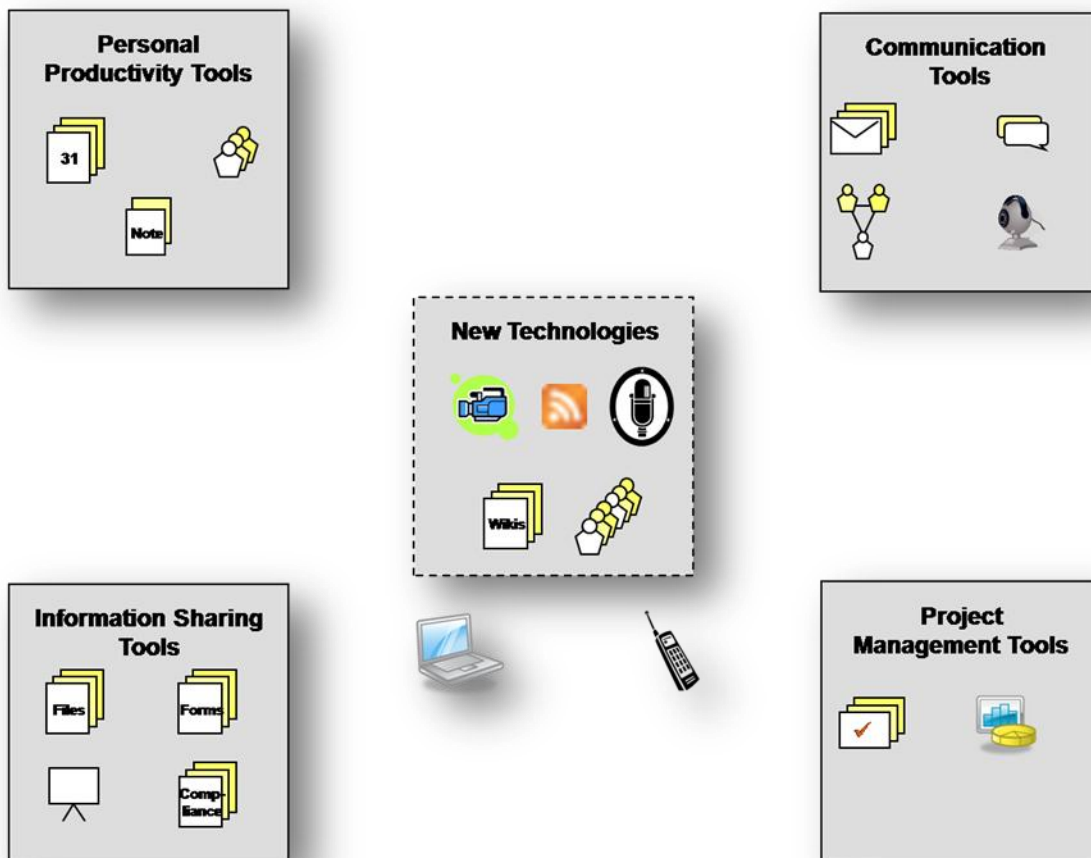
Project Phase	Tools Typically Utilized
Personnel are invited to a kick-off meeting	Phone, email, contact list, calendar
Roles and tasks are assigned to team members	Meeting, phone, email, IM
Timelines, milestones and deliverables are set	Meeting, phone, email, IM, Excel spreadsheet
Team begins work on collaborative documents	MS Word, Excel, email, file share, IM, phone
Project Manager begins tracking overall progress	Phone, IM, email, project management software
Schedules are updated, tasks revised as needed	Phone, IM, email, project management software



This traditional approach can create a multitude of problems, which tend to escalate over time and may impede the overall progress of the project. For example:

- ✘ Team members have no way to contextually review all communications related to an ongoing project.
- ✘ New team members have no way to review important communications which may have taken place in the past. This sometimes necessitates review steps and meetings.
- ✘ Potentially important project details discussed over IM sessions are not transparent to all team members, and may be lost with no history of past discussions available.
- ✘ Shared folders for project-related files are only effective if members save their files to the proper location, and missing, out-of-date or misfiled content is a common source of confusion. Past versions of documents are often unavailable, documents' history is not tracked, and documents are not truly secure (partial or total deletion or corruption might occur by mistake).
- ✘ Globally-dispersed teams often experience problems due to language and time-zone differences.
- ✘ Team members may not have access to project materials via cell phones or PDAs, including calendars, discussions, or documents (spreadsheets, blueprints, photos, video or audio clips and other media in a variety of formats).
- ✘ Project managers may find it too time consuming to update traditional project management software due to a lack of access to the application or poor integration with other content and data sources. Traditional project management software is also often poorly understood by users, or simply overly-cumbersome for the work that needs to be accomplished.
- ✘ Since project-related content may be stored in different locations using different data-retention and backup rules, vital information may be impossible to locate or recover for compliance audits or litigation discovery.
- ✘ Additional investment is often required for computing hardware or software as teams grow, with corresponding expenditures for maintenance and support of those items often being omitted from project cost calculations.

The net result of these and many other problems related to traditional task and project management is delays, additional and often un-accounted for costs, and ultimately potentially damaging mistakes. Additionally, many projects in many organizations are not managed through such a formal process with the support of a certified project manager, using project management software, etc. The vast majority of projects that are undertaken within small to medium-sized businesses are simply managed by email, meetings, file sharing, conference calls and to-do-lists.



View of today's typical disconnected tools and procedures

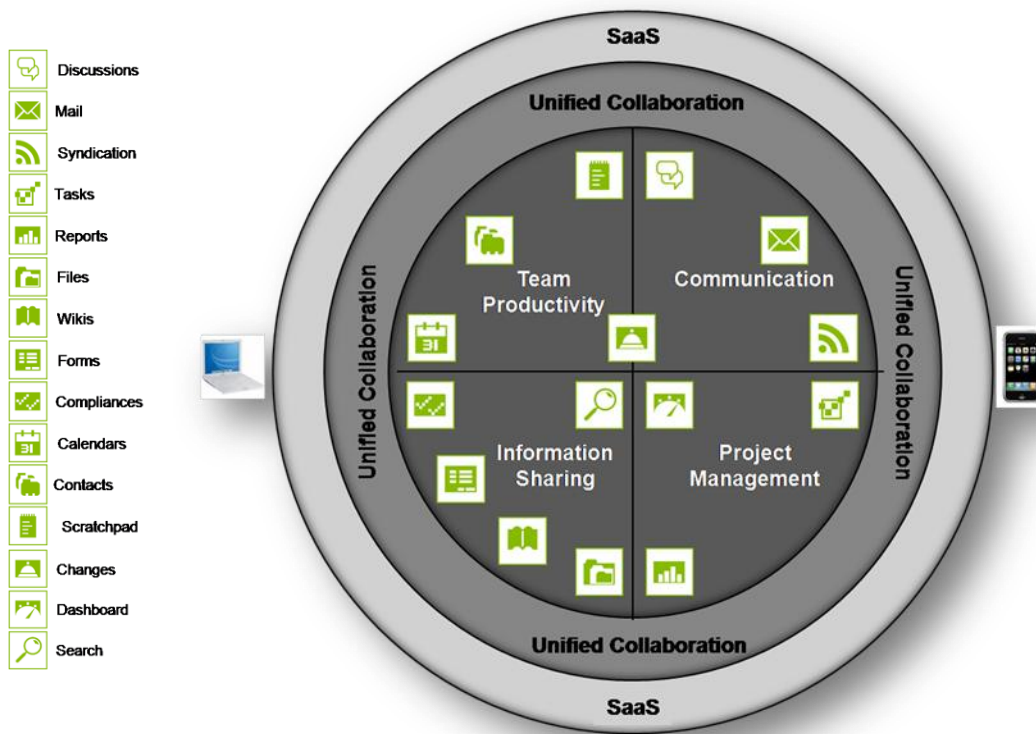


The Future of Unified Collaboration is Now...

Qtask provides innovative, transparent and dynamic communication and collaboration capabilities to effectively manage all projects to successful completion. In 2003 our global development teams set out to design and build a unified environment that provides users with the resources for truly collaborative work, way beyond what the traditional Portfolio and Project Management application might offer.

Delivered via a Software as a Service (SaaS) model, Qtask seamlessly integrates time-honored communication methods such as email, file sharing, discussion, and calendars into a unified environment that tracks and organizes all tasks and projects over time. It adds second-generation Web 2.0 collaboration capabilities such as Wiki's, and syndicated feeds. With Qtask you can:

- ✓ Communicate with your teams from anywhere
- ✓ Maintain historical and contextual discussions
- ✓ Track tasks from start to completion
- ✓ Collaborate on documents with team members
- ✓ Enjoy the use of automatic file version control
- ✓ Create online tables, forms and wikis
- ✓ Track and enforce compliance and accountability
- ✓ Schedule meetings and events
- ✓ Store all your contacts
- ✓ Access your data from any browser (PC, cell phone)



View of Qtask's fully integrated services environment

Qtask Services

The Qtask Unified Collaboration Environment offers a variety of web-based, secure, dynamic and integrated services. The most powerful features include: Discussions, Tasks, Files, Wikis, and Calendar. Qtask smoothly integrates the way individuals and teams conduct business, and so also offer Email integration as well. Customers' existing email service can easily be used, but Qtask also includes email service as part of the Solution.



Discussions Overview

As team members are assigned to a project, they need a quick and easy way to collaborate with each other. Discussions provide instant communication with every team member. Qtask organizes and pre-files discussions into projects, tasks, meetings, forms, compliance and private areas, preventing off-topic conversations. All discussion messages are permanently saved, providing access to any discussion held in a consistent thread. All new discussions, from any source, appear on the global dashboard making it easy to catch up on what has happened while you were away. You can even save discussion messages in a special "Hot" list for future reference.

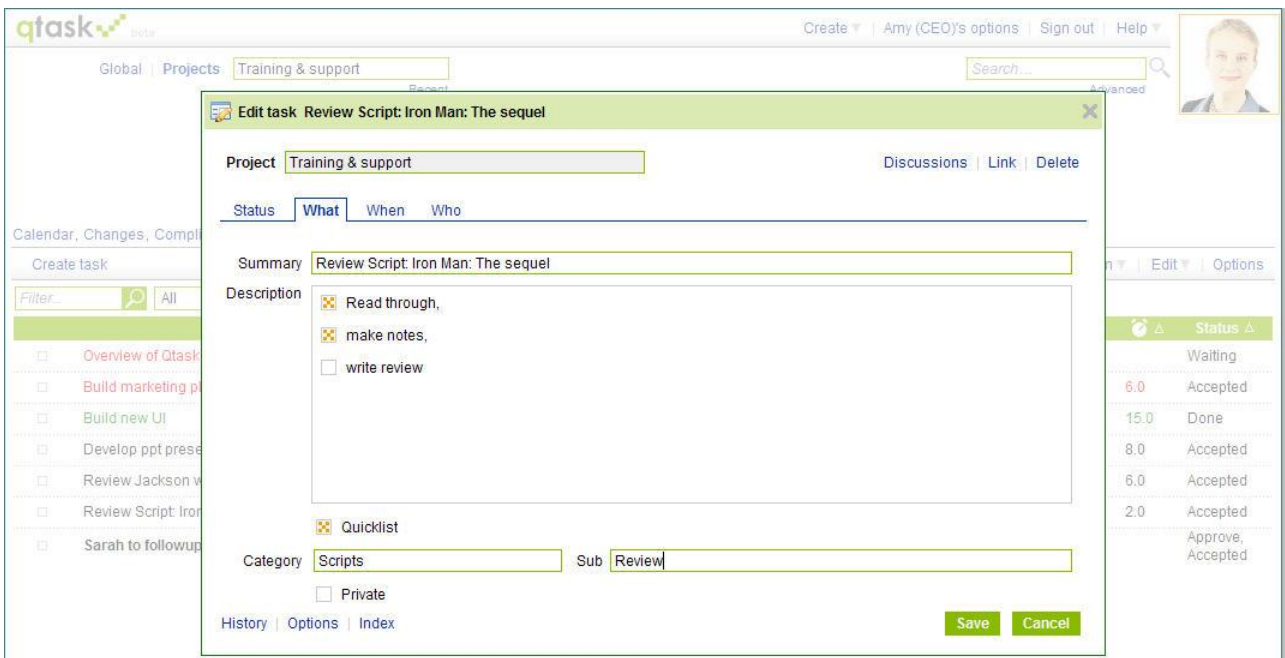
Qtask discussions are organized into sections attached to different services. This way, you can keep conversations in context. All discussion sections have the same features and can be accessed remotely.

- ✓ **Project discussion** - Project forums can provide valuable input on the overall aspects of a project. Forum discussions are most valuable for ongoing projects that benefit from the historical knowledge shared by various members on the project.
- ✓ **Task discussion** - With task discussions, your team can ask questions, propose solutions, and add information to a task to keep the important details of the task organized and on track.
- ✓ **Meeting discussion** - All meetings on your calendar include a discussion section where you can work out details, suggest agendas, and make sure everyone is on the same page. New discussion notifications display on your home page, so there's no need to check the meeting for important changes.
- ✓ **Compliance discussion** - If anyone has questions or comments about your custom compliance questions he or she can send messages with the rest of the team right in the compliance itself. This allows for quick and focused dialogue about the compliance and how it should be handled.
- ✓ **Private discussion** - While communication is essential, not all conversations need to be public. Discussions give you the ability to talk one-on-one with any other team member simply by clicking his or her photo.

Tasks Overview

In Qtask, every task within a project is assigned to a specific person or people. You can define, assign, prioritize, track, and manage all project tasks and the people participating in them. Tasks can be described in detail and prioritized so that everyone on the project understands what needs to be done and when. In this way, tasks provide guidance, accountability, and history for your project.

- ✓ **Accountability** - With Qtask, both the task and the accountability for accomplishing it are clear. When a task is assigned in Qtask, expectations can easily be managed from the start, the assignee can accept or deny the assignment, and progress is apparent.
- ✓ **Prioritize** - Sometimes people aren't doing what you expect them to do. Qtask makes it easy to prioritize your tasks and focus on getting the important things done first.
- ✓ **Independent discussions** - Focus your conversation on a single task without cluttering up other lines of communication. Each task has its own private discussions so you can discuss details.
- ✓ **Track tasks** - Easily track all of your tasks from start to completion. With the click of a button you can be notified when a deadline is approaching or when a task is late.



The screenshot shows the 'Edit task' interface in Qtask. The task is titled 'Review Script: Iron Man: The sequel' and is assigned to the project 'Training & support'. The interface is divided into three main sections: 'What', 'When', and 'Who'. The 'What' section is currently active and contains a 'Summary' field with the text 'Review Script: Iron Man: The sequel', a 'Description' field with a checklist of tasks: 'Read through,' (checked), 'make notes,' (checked), and 'write review' (unchecked), and a 'Quicklist' section. The 'Category' is set to 'Scripts' and the 'Sub' category is 'Review'. There are 'Save' and 'Cancel' buttons at the bottom right. The background shows a sidebar with a list of tasks and a top navigation bar with options like 'Create', 'Sign out', and 'Help'.

When creating a new task there are separate sections for What, When and Who



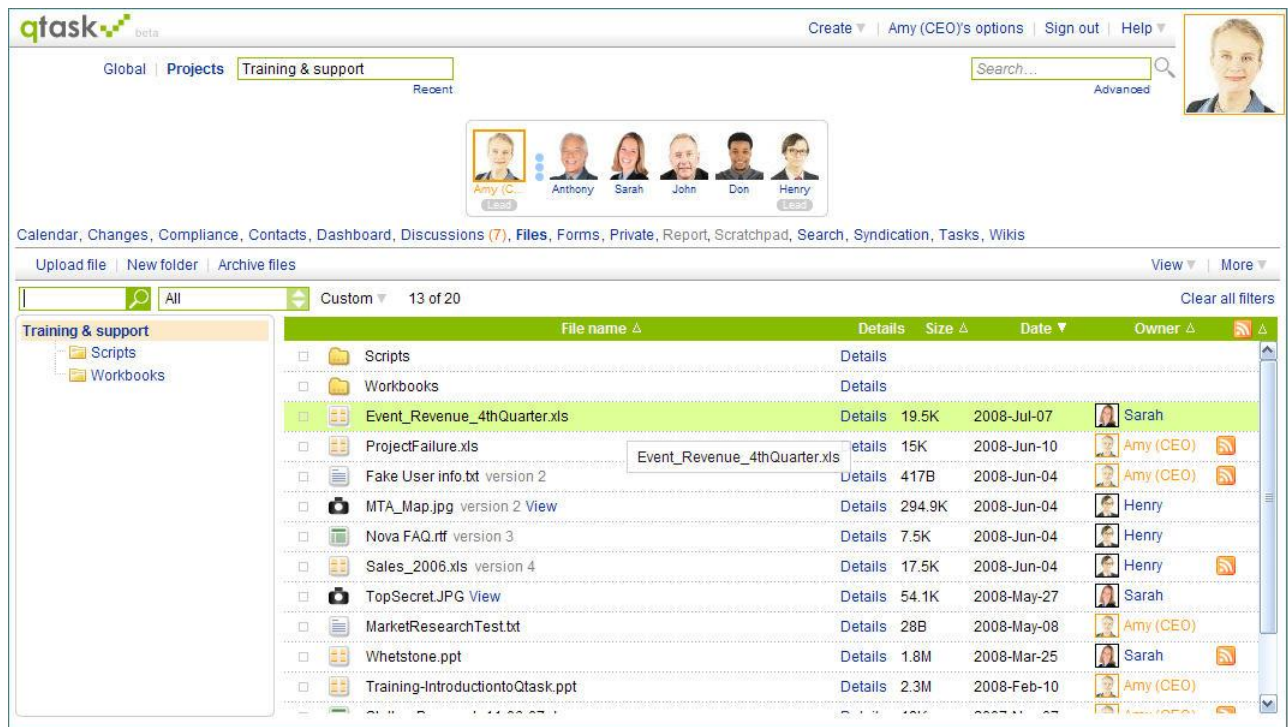
Files Overview

Every project has reference materials, such as contracts, spreadsheets, program files, images, and other documents. With Qtask, all of this information can be kept in one central location and is accessible by everyone who needs it.

No more emailing files to everyone in a project. No more storing files on a complicated network or losing files due to hardware failure. No more wondering which file is the current version. Qtask saves and dates all versions of files. Worried about private files? In Qtask, files can be accessed only by the team members you choose. Worried about disk space? In Qtask, there are no file size restrictions or overall file share constraints.

Upload, find, share, track all presentations, spreadsheets, videos, photos, and other file formats.

- ✓ **Automatic version control** – No need to worry about a good file being overwritten with a bad file. Qtask let's you keep each version accessible. In case you need to see the earlier version of the file, you can access it in file history.
- ✓ **Security** - Your files are safe with Qtask. You never need to worry about your hard drive crashing if your files are safely stored in Qtask's file-share.
- ✓ **Track file access** – In file history, track who accessed what files and when. Find out when the team members downloaded or uploaded a specific file. Access any version of the files you need.
- ✓ **Search** - Use Qtask's advanced search feature to quickly find any document you're looking for. It's simple and intuitive.
- ✓ **Syndication**: Files can be shared outside of the project team and outside of Qtask. Just create a Syndicate Link and send it by Email to allow the recipient to instantly access the last current version of your document.
- ✓ **Archive** - To create an archive for a task or project, Qtask will zip the associated files or folders and notify you when that process is complete. You can upload a zip and treat it like a folder.



Qtask file sharing window for "Training & Support" project

Wiki Overview

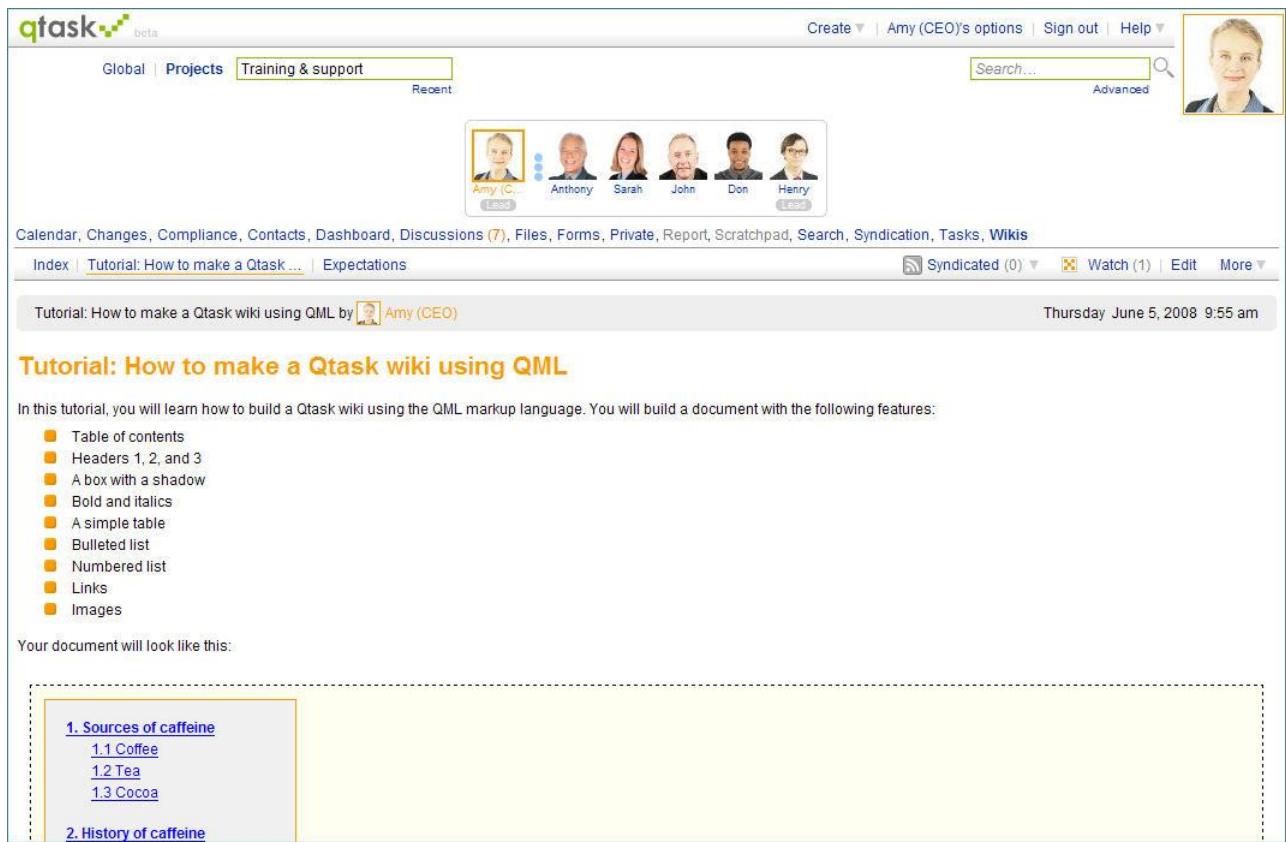
Many projects need some form of open documentation and collaborative writing. From a software user's manual with pictures and charts to something simple like an office wish list, Qtask makes this easy with Wikis; collaborative documentation with style and simplicity. By allowing everyone to edit documents, Wikis integrate collective and institutional knowledge and information and create better, more complete documents.

Wikis can be formatted in your standard business format or in HTML, MakeDoc, and our very own QML (Qtask Markup Language). This allows for ease and flexibility of use when creating your documents. Formatting includes all of the basic elements of a word processor; bold, italics, font size & color, and lists. Other elements include boxes, tables, pictures, and hyperlinks. Automatic spell check provides a last line of defense against embarrassing typos.

Wikis can be shared out of your project team or with non-Qtask members (syndication). Your team can create and collaborate on documents and share them with anyone while staying in control of the original content. This gives you the needed flexibility to send information to outside vendors, partners or contractors without having them purchasing a Qtask license.

You can easily add, remove, or otherwise edit content in a Wiki. This ease of interaction makes Wikis an effective tool for collaborative writing. Wikis are great for keeping notes and sharing ideas with your project team, friends, or family. Use them to create instructions and documentation, a class curriculum, brainstorming sessions, or even your company wish lists.

Qtask will keep track of the document history as it is revised. You never have to wonder who has the most recent version of the marketing plan or the budget. Find out who made what changes and then with a simple click, you can return to a previous version if you are unhappy with recent changes.



Example of a typical Wiki

Calendar Overview

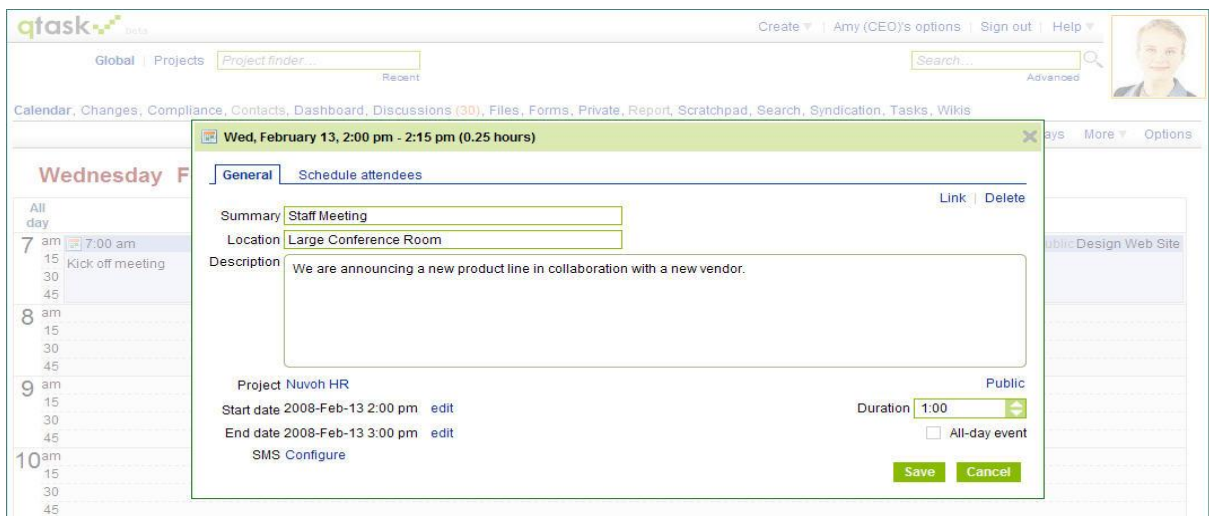
Qtask turns your calendar into a content and information-rich hub of activity. It allows you to receive external feeds, sync with enterprise-wide databases, and organize your day by tasks and projects. Did you need to move a meeting or a memo to a different time or day? Simply drag your event to the new time or day, and Qtask will automatically notify everyone participating in the meeting.

You can create events and meetings, invite your colleagues, and view their responses online in real time. Once a meeting has been created, Qtask will keep track of who is attending and who is not. Qtask also lets you send yourself SMS reminders weeks, days, or hours in advance, so you never forget another meeting. The meeting box displays photos that allow you to quickly see attendee status.

All meetings include a discussion section where you can work out details, suggest agendas, and make sure everyone is on the same page. New discussion messages display on your home page, so there's no need to check the meeting for important changes.

Memos can be used with your calendar and work like post-its, but they don't clutter your desk. Write a quick memo to yourself or your project team and place it on the calendar. You can update them as often as you like. If needed, you can easily turn your memos into meetings and invite your colleagues.

Using our syndication feeds, you can share Wikis, files, forms and calendars with others outside of the Qtask environment. You can create incoming iCal feeds to your project calendars and share your project calendar with others outside of Qtask.



Scheduling a meeting with Qtask's calendar



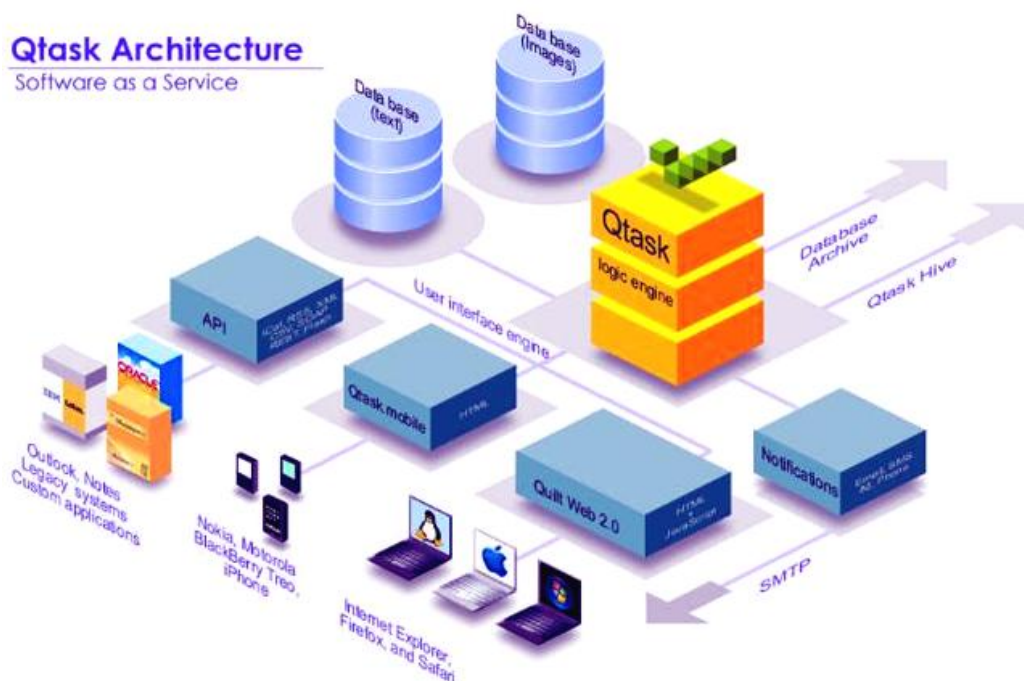
Mail Overview

Qtask does not intend to replace your widely used email solution. We integrate all of your email accounts with all the projects you work on so that you can keep track of everything in one place. Qtask supports IMAP including Yahoo and Gmail, as well as private webmail accounts. You can also attach documents, photos, and audio/video clips.

Organize your email accounts by creating folders. Once you've got a folder, move or change all the contents without having to touch the email inside. You can read all of your email, then move it to a folder, reply to it or just toss it... all from Qtask.

Architecture

Qtask is a Software as a Service (SaaS) based system delivered over the web, operating over HTTP. All features of the product are accessible using a standard web browser such as Microsoft Internet Explorer or Mozilla Firefox. It does not require the installation of any software or client on a user's desktop. Mobile users can access all features with a browser-based handheld such as an iPhone™, Blackberry® or Treo™, and Qtask also supports SMS messaging so that important communications can be sent and received using most mobile phones.





Conclusion – The Qtask advantages

Today's busy professionals have limited time and resources. Yet organizations make unlimited demands of their team members' capabilities. Managers and team members at all levels need to be able to plan, execute and manage tasks and projects seamlessly, and globally.

Qtask provides an innovative, secure, dynamic and transparent, web-based Unified Collaborative Environment that increases productivity by eliminating the communication and information organization problems that hinder successful results. By removing the stumbling blocks that typically complicate and slow progress, Qtask allows work teams to remain focused on completing - on-time - the tasks that make up a successful project.

Unlike many other task and project management systems, Qtask...

- ✓ ...is a real time environment - everything and everyone is updated immediately as changes occur, vs. traditional client-based applications..
- ✓ ...can handle the simple needs of a SOHO (Small Office Home Office) business which may have to manage a busy schedule, plan events, set priorities, store various media such as photo's, music or video. Qtask also has the robust capability to manage the most complex multi-billion dollar project with thousands of employees, vendors and suppliers spread out all over the world, while utilizing different Web enabled computing devices – all in a real time environment. Competitive products do one (SOHO) or the other (Large, complex organization); never both.
- ✓ ...is the only environment that defines projects to specific topics and conversations. This allows users to walk in at any point in the project communications, and go directly to the specific issues. Qtask even allows users to “go back in time” and review discussions, view different versions of files, and analyze decisions that may have been made prior to them joining the team.
- ✓ ...is the only solution that can track and archive every element of a given project (from discussions, files, Wikis, forms, compliances and reports to final results), and retrieve it from one single source. Past and present project histories are all available at your fingertips, in one location, with instant and specific retrieval.
- ✓ ...is the only collaborative project and task management environment that integrates project communications, group collaboration, task assignments, project metrics, project fulfillment compliance, reporting, project management of files and support material, and archiving within a single, web-based application.
- ✓ ...provides real-time, worldwide accessibility from any web-accessible device including PDA's, Cell Phones and either PCs or Mac's.