



## BEARTRACKS PRODUCT OVERVIEW

BearTracks is a comprehensive internal tracking application that manages the flow of physical goods throughout an organization. It is typically used by corporate Business Services departments such as Mail, Shipping & Receiving, Distribution, Print Services, etc. to improve the visibility, accountability and efficiency of their internal logistics operations. BearTracks is a versatile and scalable solution and can be employed by any size firm in any industry. It is in use today by Fortune 500 companies in global rollouts, by small individual mailrooms, and in all sizes of implementations in between.

BearTracks is a modular application. The components include:

- The Receiving and Distribution module, for all kinds of inbound accountable mail and shipments
- The Interoffice module, for enterprise-wide internal tracking of priority interoffice mail, files, assets, computer backup tapes, or anything else that moves within the organization
- The Performance Management module, to monitor compliance with service level agreements and to identify and analyze opportunities to improve operations
- The Desktop Shipping module, a multi-carrier outbound shipping and rate shopping engine for domestic and international shipments, including trade compliance and documentation
- The Small Office module, to connect smaller or branch offices to a comprehensive, enterprise-wide physical communications infrastructure

BearTracks is the solution of choice for high-performing organizations that are driven to provide superior results and service. BearTracks' item and workflow tracking capabilities improve accountability and increase compliance with internal controls and government regulations. Metrics gathered by BearTracks feed the performance analysis module with data that is accurate, objective and timely, providing the information needed for sound and innovative management decisions. BearTracks is also highly configurable, allowing you to implement workflows and processes that are tailored and efficient. BearTracks is designed to assist with the management of both in-sourced and outsourced operations.

From an IT perspective, the technology behind BearTracks is solid, with Web-delivered applications, enterprise-capable databases, and secure wireless mobile computers. The application can be internally or externally hosted, and it routinely passes muster with the most demanding IT departments. From a business standpoint, BearTracks delivers ROI in the form of risk reduction, labor optimization, and reduced shipping expenses. BearTracks will provide you with the tools you need to manage your internal logistics operations better than ever before.

As the most advanced solution of its kind, BearTracks can support any size or complexity of organization – even one with worldwide operations. The following table lists some of our product's highlights.

| Key Features                          | Description   |
|---------------------------------------|---|
| All Types of Workflows                | BearTracks provides a complete solution for all of your internal tracking needs, including inbound, outbound and interoffice workflows. Typical scenarios include inbound receiving, internal distribution, outbound shipping, print/copy centers, internal messenger or dispatch, and more.  |
| All Types of Items                    | All manner of shipments, packages and assets can be tracked in BearTracks. In addition to inbound and outbound shipments, our customers use BearTracks to manage the movement of financial and legal documents, files and record boxes, computer and AV equipment, training materials, airline tickets, lab samples, warehouse distributions, and many other types of items.  |
| Worldwide Desk-to-Desk Accountability | BearTracks can track movements or shipments from anywhere in your organization to anywhere else in your organization, anywhere in the world. Tracking starts with the original request and continues through pickup, multiple hand-offs and shipment legs (even those performed by outside carriers), and final delivery. Shipment status remains visible to your staff at all times.   |
| Regulatory Compliance                 | BearTracks aids in the implementation of compliant workflows, such as providing secure chain-of-custody tracking for confidential documents. In addition to helping achieve compliance, BearTracks also provides you with the means to prove to auditors that specified workflows and processes have actually been followed.  |
| Shipping Optimization                 | BearTracks supports a variety of outbound shipping workflows and integrates with dozens of third-party carriers. Shipping support includes a multi-carrier rate-shopping engine, address correction, cost center assignment & validation, and international trade documentation and compliance.   |
| Performance Management                | BearTracks is more than a tracking application – it’s also an information management system. The metrics collected as part of normal work processes are used to analyze performance against specific key performance indicators and evaluate compliance with service level agreements. The information provided allows you to improve operations, optimize resource utilization, negotiate better service provider contracts, and demonstrate superior service. |
| Internal Chargeback Accounting        | BearTracks offers the ability to compute the appropriate charge for any internal transaction and associate each charge with an employee-specific charge code. This data can then be extracted from the BearTracks database for use in other applications.   |
| Configurable Workflows                | BearTracks can be configured to implement virtually any request/delivery workflow, simply by entering the appropriate business rules into the BearTracks database. This allows you to select a degree of accountability that matches your work rules and business processes, to optimize control, efficiency and customer service. And distinct workflows can be configured for different locations, departments, processes, etc. within your organization.     |
| Completely Scalable                   | BearTracks’ technical architecture is completely scalable, from small single-site operations to international deployments. Multiple Fortune 500 companies have deployed Bear River technology on a national and international basis, and some have tracked literally millions of items with our software.   |