

**What reports are available out of the box and to what extent can users create custom reports?**

AIM is configured with over 40 standard pipeline and portfolio management reports. Since AIM leverages the Force.com reporting and analytics tools (reports and dashboards), AIM users can quickly extend on the core set of reports and create new reports.

**If an email/attachment is sent to more than one person in the organization, will the system only save the attachment once? ie cut down on multiple saves of the same document?**

Yes, an email and any documents attached to the email are stored as an Interaction in AIM. References are made automatically to any contacts that are included in the body of the email by matching email addresses and additional references can be made by including instructions in the email or manually after the interaction is created.

**How much does this demo of screens reflect customization for UTIMCO?**

During the webinar, Joe McVicker from Application Experts demonstrated screens and reports from both UTIMCO and a standard AIM system. Functionality that had been configured to meet some of UTIMCO's specific needs included check boxes on the Pipeline Screen and Legal Templates. The pipeline screen itself and functionality related to emailing information into AIM (e2sf), Interactions and Connections are all standard AIM functionality.

**How much does a system like this cost?**

There are 2 pricing components for AIM:

1. One time fees for Professional Services to Implement AIM
2. AIM Licenses that are priced on a per user basis

**How does this product interface with the custodian's accounting system so you get up to date market values and positions?**

Performance data or any other data that is provided by a Custodian or from an accounting system can be easily imported into AIM allowing users to combine qualitative and quantitative data into reports and screens.

**In existing investments, how are the high level notes or points of interest disseminated to share the benefits of those discussion**

Users can enter information directly on to screens at multiple hierarchical levels; For instance an investment into a PE Fund will contain information at the Manager Level, at the Fund Level or at the Investment Level. Generic notes or documents can be attached to any of these records.

**Can you track history (multiple entries) performance and fee information?**

Yes, AIM includes the ability to track "snap shot in time" metrics. A good example of this is importing monthly performance and valuation data so a user can see current valuation information as well as historical valuation information.

**How do you handle upgrades?**

Since AIM runs on top of Force.com, there are 2 types of upgrades to consider; 1) upgrades to the Force.com platform 2) upgrades to AIM. Both of these situations benefit from Force.com's multi tenant architecture and packaging processes that ensure backwards compatibility. AIM is 100% Native Force.com application which means there are no external dependencies on other systems. AIM Subscribers are entitled to AIM upgrades as part of the AIM Subscription.

**Can users customize fields/workflows and then report on this information?**

Yes, AIM leverages the most powerful and flexible on demand platform, Force.com. Users are able to modify screens and reports as needed.

**Can you attach meeting materials, notes, etc?**

Yes, meeting materials that are stored in documents can simply be emailed into AIM leveraging e2sf or a user can upload a document into any AIM screen.

**Can you view and make updates using a Blackberry device?**

Yes, AIM can be accessed and updated via the Salesforce.com applications that run on iPhone, Blackberry and Windows Mobile devices.

**Are there different contact fields for client relations, PMs, etc?**

Yes, AIM leverages the most powerful and flexible on demand platform, Force.com. Users are able to modify screens and reports as needed.

**Can we track commitments, current NAVs, calls, distributions for illiquid managers?**

Yes, AIM is very flexible in allowing the user to track data points such as NAV, called vs. committed capital across asset classes and investment strategies.

**Can you attach or upload documents anywhere in the activity for a manager?**

Yes, documents can be attached to any record in AIM.

**We use Private I. Does the AIM system integrate with back office accounting systems?**

Yes, AIM can import information from Accounting systems such as Private I and Investran from internal accounting groups or from external sources such as consultants and custodians. Examples of the type of information that can be imported into AIM include monthly or quarterly performance reports or reports representing capital calls and distributions. The benefit of importing this information into AIM is that qualitative can be combined with quantitative data for centralized and more efficient reporting.

**I'm not nearly as large as UTIMCO. Does the AIM system still make sense for me?**

Yes, current AIM clients include large organizations like UTIMCO as well as smaller family offices and fund managers. Since AIM is built as a product, implementation of it is very efficient.

**How long does the implementation process take?**

A typical AIM implementation project will last between 3 and 10 weeks depending on specific client needs.