

CALIBRATION MANAGER SUNSET

SUNSET PHASE

Calibration Manager 4 is in the sunset phase of its software lifecycle. Its end of life is scheduled for November 30, 2015, when technical support, software enhancements and professional services will be discontinued.

FREQUENTLY ASKED QUESTIONS

What is Blue Mountain RAM?

Our software solution, Blue Mountain Regulatory Asset Manager (RAM), is used across the globe by pharmaceutical, biotech, and medical device companies. Blue Mountain RAM combines the ability to control maintenance, calibration and validation in a single software solution and provides managers with the ability to view reports with key performance indicators on a corporate level. Blue Mountain RAM is a web-based, enterprise wide solution which can be implemented across multiple sites and departments.

What are my options to upgrade to Blue Mountain RAM?

There are three options available to upgrade to Blue Mountain RAM:

1. Basic Upgrade Package – Designed for companies with a modest budget and less

sophisticated business practices. This solution offers the continuation of existing configurations and migration of existing data and current field label configurations.

- 2. Best Practices Template** – Designed for companies with a desire to follow industry best practices. This out of the box solution offers 25 years of industry best practices, a pre-executed OQ or a fully executed OQ with screenshots and shorter implementation time.
- 3. Custom Configuration** – Designed for companies with global structure (multisite), unique business processes and workflows and need for newest functionality. This solution offers customization to internal business practices and workflows.

**Options have individual requirements and may not be available for every customer.*

Why should I upgrade now if the end of life is not until November 2015?

We have found the process typically takes a year for planning, justifying and approving the budget. Many customers see upgrading as an

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opportunity to review business processes and improve the way assets are managed.

Also, with many Calibration Manager customers upgrading, it is important to schedule assessments and implementation services as soon as possible.

We recommend working with a Regional Sales Manager to support you throughout your upgrade process.

How will data be migrated from Calibration Manager to Blue Mountain RAM?

Blue Mountain provides in-house data migration services and several package options to extract data from Calibration Manager. Please contact a Regional Sales Manager for more information.

How much will upgrading cost?

The cost of an upgrade is dependent on several factors involving the needs of your company. Some factors include:

- Upgrade option choice
- Complexity of business processes
- Number of concurrent licenses
- Single v. multisite implementation

- Level of validation services
- Level of documentation services

For an accurate quote, please call a Regional Sales Manager at 814-234-2417.

How long does it take to upgrade?

Timing depends on several factors including which upgrade option you choose, how many sites are implementing Blue Mountain RAM, when the purchase was made and the availability of current resources.

To determine an accurate timeline, please contact a Regional Sales Manager.

What types of services are required for implementation?

The project and scope of services depend on individual company requirements.

We recommend the following for most GMP facilities:

- Full GMP Validation Services
- Training
- Configuration
- SOP Generation & Execution
- Data Migration
- Report Services

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- Go Live Assistance

Where does the software reside?

Blue Mountain RAM is web-based utilizing SQL server. Typically, companies have two to three environments of Blue Mountain RAM running on internal, dedicated servers. The application is accessed via a web-browser from a client computer. No additional software is required for client computers.

MORE INFORMATION

To get started or learn more about upgrading to Blue Mountain RAM:

1. Call your Regional Sales Manager at 814-234-2417
2. View a Demo of Blue Mountain RAM at Coolblue.com/demo