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The purpose of interMediate is to provide mediation services with a high quality database system, including professional quality support. This is an ambitious goal for a system to be used by mediation services, particularly for non-profit services, many of which are small and underfunded. The amounts that commercial companies pay for installing and running similar systems are well beyond the resources of most mediation services.

interMediate resolves this problem in two ways. Firstly, by incorporating support services into interMediate, as described below. Secondly, by enabling customers to configure the behaviour of interMediate, to the extent that one version of interMediate can be used in many different ways for different types of mediation. This is a successful model that reduces development and support costs and enables the system to be sold at very low prices with a low cost support subscription. This document describes the support services covered by the subscription or rental.

#### ***interMediate maintenance and updating***

Future versions of interMediate are provided under the subscription at no extra charge. This keeps the system up to date as the underlying FileMaker software, operating system software and hardware all evolve. It's also the mechanism for maintenance, implementing change requests and training/supporting the users through the built in help database. Minor updates (changing the last part of the release number, eg 3.2.2) can usually be skipped, until the next major release (changing the first or second part of the release number, eg 3.3.0). Major releases can't be skipped without a risk of disabling future updates, which also disables maintenance, change requests and user help.

#### ***Change requests***

If a customer requests a change that will be beneficial for most interMediate users, at Resolute Systems's discretion it will usually be implemented at no extra charge. If the change is for the benefit of only the requester, usually a price will be quoted for the work. All changes are available to all users, whether they were chargeable or not.

#### ***User support***

Virtually all user questions are answered by the built-in help system. This is a context-sensitive database that 'looks up the right page' for the screen in use at the time. The help pages can also be printed or saved as an indexed PDF file. The help system is updated with interMediate updates.

#### ***Administrator support***

For most customers there's no need for the interMediate administrator to be a systems professional. For large systems running on FileMaker Server computing knowledge is helpful, but not essential for people who are prepared to learn a few procedures. interMediate includes straightforward routines for simple back up copying of the entire system, 'one click' updating and other housekeeping functions. If the Administrator password is lost, Resolute Systems can generate a rescue code that allows the database to be opened for account management and password allocation. The rescue code also releases the security lock that prevents interMediate from running if it's opened on a computer other than its registered host computer.

On the support pages of the Resolute Systems website ([www.resolutesystems.co.uk](http://www.resolutesystems.co.uk)) there's a system administration library of PDF files and a guide to diagnosing problems. Most commonly these are errors in the way computers and networks are configured.

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### ***FileMaker Pro***

The interMediate subscription and rental rates include a fully updated licence for FileMaker Pro software at no extra charge. That saves the cost of a copy of FileMaker Pro for each user and an update cost of roughly 60% of the retail price for each user, every 16 months or so. Future releases of interMediate depend on the latest version of FileMaker Pro at the time of the release.

### ***Configuring interMediate***

Before entering case data in a newly installed system, interMediate is configured by entering letter graphics, letter templates, agency data and mediator data. This can be done either by the customer or by Resolute Systems. The customer is provided with a spreadsheet for capturing and cleaning the data. The complete spreadsheet may be sent to Resolute Systems for installation of the data, usually in the master system before installation. There are extra charges for this service, as shown on the price list. The customer also enters the options that appear in pop-up menus.

### ***Telephone and email support***

Telephone and email support is provided under the subscription or rental at no extra charge, although Resolute Systems does reserve the right to charge customers who make excessive numbers of calls or emails. Calls can be made from anywhere at no charge to the Skype address *resysuk*. Support is provided on the same basis for all customers regardless of location, subject to minor limitations caused by time zone differences.

### ***interMedial server***

The interMedial internet server provides additional functions for interMediate users. It also runs the Directory of UK Mediation as an information and enquiry web service, free to all.

The first service for interMediate users is for tasking external mediators with mediation meetings. The mediator(s) may use a secure web service to report the outcome of mediation meetings to the mediation service. Once a meeting report is complete, the server notifies the mediation service by email and the complete meeting record is recovered from the server by interMediate. This extends the reach of mediation services across the internet securely, without imposing the costs and procedures associated with secure web publishing on the mediation services. The server provides the security.

The second service is for collating anonymous mediation statistics which are then accessible to outside bodies, provided the mediation service has given the outside body permission to see its statistics. This is intended for use by mediation associations for measuring the activity of their member mediation services.

The cost of using the server is included in the interMediate subscription or rental. There is also a separate subscription for accessing the data.

### ***Making the subscription affordable***

interMediate can radically improve the productivity of mediation services and enable growth that may not be possible otherwise. The cost of an interMediate subscription is usually a good deal less than the cost of the labour it saves. So for most mediation services the interMediate subscription is a saving, not a cost.

April 2009

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