

5.0 Offeror Background and Experience

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The Lange Group Background and Experience

The Lange Group consists of a professional group of people who together, provide software product and services to both the government and private sectors throughout the state of Hawaii. It is a trade name of Unique Computer Systems, Inc., a Hawaii Corporation, founded in 1980. Our business is to provide Consulting, services and Application software System to business and government in the state of Hawaii. A major part of our mission statement is to "aid the business process in becoming more efficient although the use of automation and optimized workflow". We have made this our underlying goal in every one of our engagements throughout our 19 years in business. The basis for our many successful installations is the understanding of our clients needs and the customizing of software to meet the individual and changing needs of each client.

The Lange Group is the original developers of the complete Land Court Automated Title System for the BOC, and since 1987, has been providing annual support and enhancements to LCATS through this day. Included as an enhancement to the LCATS system, in 1990, was the development of the Hawaii FYI module for public access. Since then, The Lange Group has worked closely with the BOC to further develop the Receiving and Accounting Modules which facilitate the Receiving process of both Land Court and Regular System in the Document Time & Numbering, as well as Cashiering, Accounting, and Management Reporting.

5.2 IBM Background and Experience

The staffing of a systems design, development, and implementation project may be the single most important determinant of project success. IBM's project and systems integration approach is team based. Altogether, the IBM team that will deliver the State of Hawaii solution has the unique combination of local support, local awareness, depth of industry and technical knowledge to provide a complete, workable solution to the State of Hawaii's business requirements.

IBM was established to do business in Endicott, New York on June 14, 1911 and is incorporated in the State of New York. IBM has been in business for almost eighty-six years and is publicly owned. Our stock is traded on the New York Stock Exchange under the trading symbol IBM.

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International Business Machines Corporation (IBM) is a worldwide organization with corporate headquarters located at:

One Old Orchard Road
Armonk, New York 10504

IBM is a computer and software manufacturer and provides computer-related services. We are a large, multinational corporation with significant activities in almost every aspect of the information technology business in almost every free country in the world.

IBM is in the business of helping customers solve problems through the use of advanced information technologies. The company operates primarily in the single industry segment that creates value by offering services, software, systems, products, and technologies.

As of December 31, 1998, IBM "full-time" employees numbered 291,067.

Financial Information

IBM has total assets of \$86.100 Billion against liabilities of \$66.667 Billion and total shareholders equity of \$19.433 Billion.

IBM's total revenue over the last five years totals \$372 Billion. The annual figures in millions of dollars are:

Year	Revenue in Dollars (1,000,000s)
1998	\$81,667
1997	\$78,508
1996	\$75,947
1995	\$71,940
1994	\$64,052

The latest IBM annual report is enclosed. If the State requires further financial information, IBM will be pleased to provide it.

IBM liability insurance is with National Union Fire Insurance Company and Liberty Mutual Insurance Group under policy #RMGL148552.

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Corporate Officer

Louis V. Gerstner, Jr. is Chairman of the Board and Chief Executive Officer.

IBM's Qualifications

IBM provides service information technology in the design, development, and delivery of a full range of hardware, software, services and maintenance offerings. We are a manufacturer of state-of-the-art, compatible, and reliable hardware and software operating in the industry segment that creates value by offering services, software, systems, products, and technologies.

Relevant Company and staff experience

Systems Integration

IBM is recognized as a world leader in the systems integration business particularly in information technology and its integration into business processes. IBM has over 30 years experience in systems integration projects of varying complexities. IBM has developed extensive know how and experience in the areas of:

- Development and enhancement of complex information systems
- Application of the latest technologies and methodologies
- Project management and control
- Assisting users in managing the transition to new computing environments
- Developing long-term customer partnerships

IBM's Global Services is the most comprehensive and complete information technology services provider in the world. The depth of skills and experience in IBM Global Services, backed by the IBM company's global resources, makes us one of the most creative forces in the information industry today. We can shape the way information is created and shared, changing the way people live, work, and communicate. We're defining new ways for businesses and industries to operate, and the ways governments and institutions deliver services.

Our aim is to help customers achieve their objectives. We can help design, build, and install whatever business solution a customer needs, and we'll help run and upgrade it as the customer's business grows. We'll do all or part of those things, depending on how our clients want to partner with us.

This way a customer can avoid investing in designing and installing their own information systems, and developing the skills necessary to support them. Their business problems are solved faster, risk is reduced and so are the costs. If customers want, we'll help them make their crucial information technology decisions.

While customers today understand the importance of information technology, they need to focus on their core businesses. They want the best vendor to handle the technology. Many are turning to us, and in 1996 they made IBM Global Services the largest services provider

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in the industry, and with the highest levels of customer satisfaction. We in turn are working with Business Partners to jointly develop, sell and deliver services solutions to our customers worldwide.

With more than 120,000 professionals in 159 countries, our worldwide presence is formidable. We're a leader in all key services capabilities, from consulting, system integration, around-the-clock technical support, and managed operations, to application development and cutting-edge technologies, such as network computing and object-oriented programming.

We specialize in business transformation, change management and information technology planning. Our consultants are working with customers to define and reengineer their key processes, helping to cut costs, shorten cycle times, and strengthen competitive advantage.

Our system integration specialists are writing, customizing and installing software applications to a customer's individual needs, making different hardware and software technologies, and network technologies work together.

We're helping customers explore the network computing revolution that's changing everything from the way products and services are developed and marketed, to how supply chains are managed and information shared. We're migrating customers to the network environment – the Internet and Intranets – integrating new technology into their applications, providing scaleable performance, systems management, and end-to-end security. Our leadership in network services is strengthened by the network services, one of the world's largest data network and Internet access providers.

Through our strategic outsourcing competency, we're working with many clients to manage all or part of their technology operations, tackling challenges ranging from a supply chain distribution process or back office activity, to large-scale systems management, running a customer's computer center, help desk, and supporting their end-users.

Our product and systems services professionals will keep a customer's system up and running, whether it's IBM or non-IBM hardware and software.

And because our clients need to know how to use the latest technologies, we offer extensive education and training, from tutorials and long-distance learning techniques to extensive instruction for organizations and enterprises. In addition, we provide certification and testing consulting services to assist companies in skills assessment and certification of their employees, partners and resellers.

Underpinning our capabilities is IBM's research, development and engineering capital with a budget exceeding \$4.8 billion a year. It means that when customers do business with IBM Global Services they have access to the very latest technology and know-how. We have the ability to reach directly into any of our plants and laboratories around the world and take out scientists, researchers and developers to fill key skills gaps when building customer solutions.

Our capabilities, whether applied separately or together in various combinations depending on what's needed or preferred, are offered with one objective in mind – to help our clients grow and succeed.

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