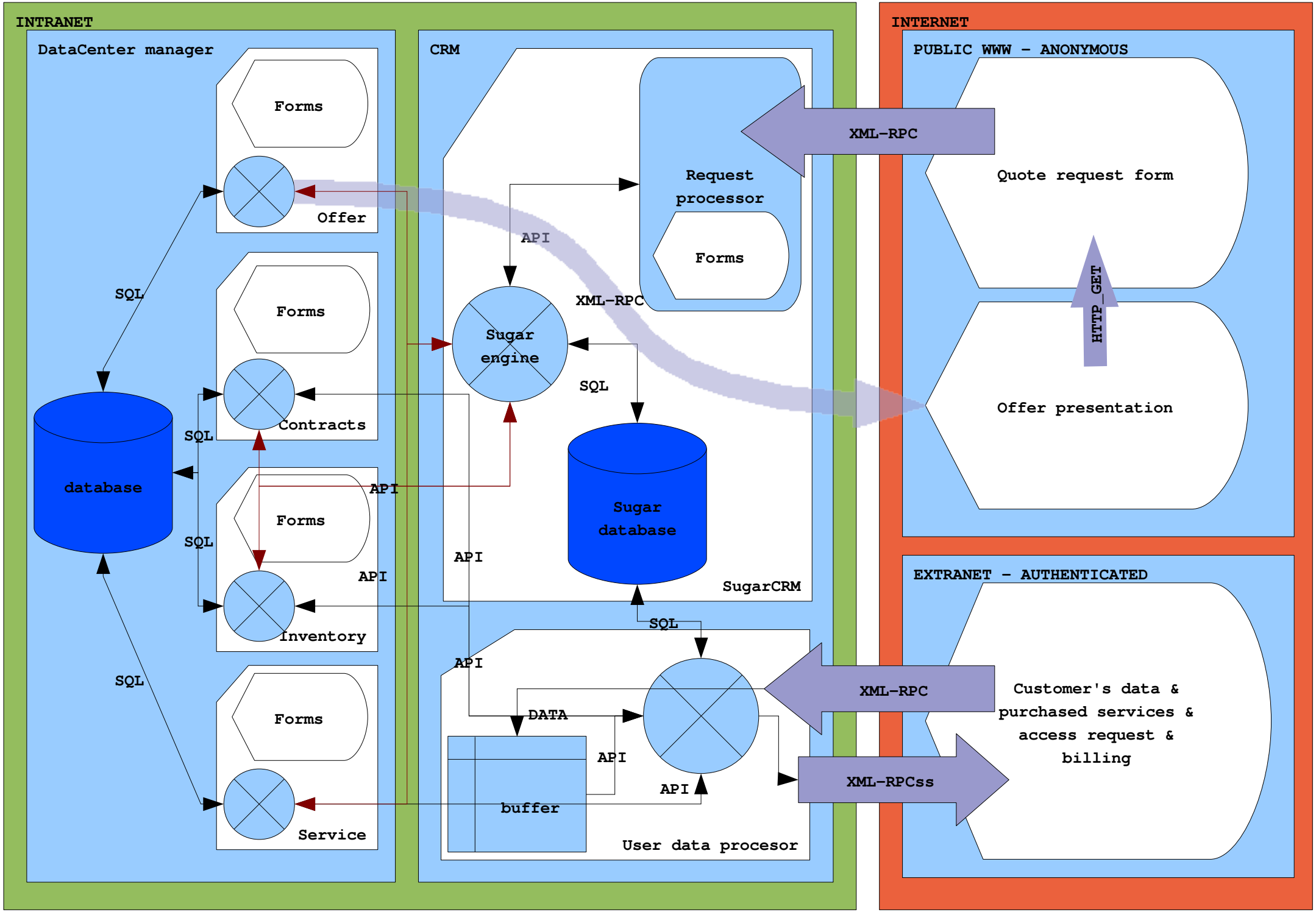
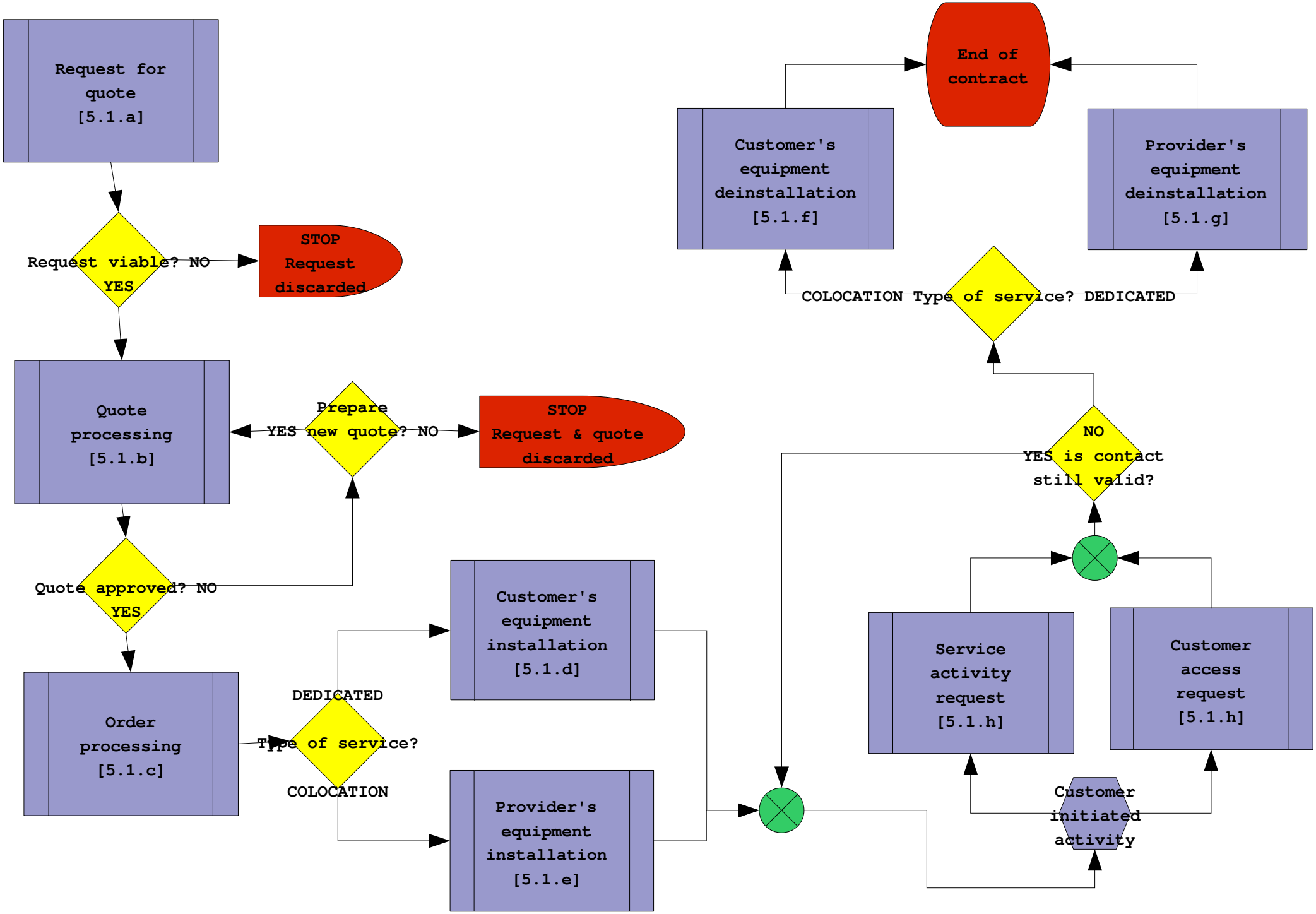

INTRANET
DataCenter manager
Forms
Offer
Forms
Contracts
Forms
Inventory
Forms
Service
database
SQL
SQL
SQL
SQL
API
API
CRM
Request processor
Forms
API
XML-RPC
Sugar engine
SQL
Sugar database
SugarCRM
API
SQL
API
DATA
buffer
API
API
User data procesor
XML-RPC
XML-RPCss
INTERNET
PUBLIC WWW - ANONYMOUS
Quote request form
HTTP_GET
Offer presentation
EXTRANET - AUTHENTICATED
Customer's data & purchased services & access request & billing


Request for quote [5.1.a]
Request viable? NO
YES
STOP Request discarded
Quote processing [5.1.b]
Prepare new quote?
YES
NO
STOP Request & quote discarded
Quote approved? NO
YES
Order processing [5.1.c]
Type of service?
DEDICATED
COLOCATION
Customer's equipment installation [5.1.d]
Provider's equipment installation [5.1.e]
Customer's equipment deinstallation [5.1.f]
Provider's equipment deinstallation [5.1.g]
End of contract
COLOCATION Type of service? DEDICATED
NO
YES is contact still valid?
Service activity request [5.1.h]
Customer access request [5.1.h]
Customer initiated activity