Answers to frequently asked questions

1. What is Business Connection?
   Business Connection (BC) is an online tool that allows our business clients to take two minutes a month to send their financial data over a highly encrypted site. With this information, we will have a shared viewpoint of key financial metrics on a trending basis. The system also provides benchmarking for any clients that are interested in seeing how they compare to their own customized peer group. The use of Business Connection is free.

ACCESS

2. How do I get it loaded and updated on my computer?
   The tool is completely internet based. There is no hardware, software, or manual updates. You login to the secure site using any internet access and you are always using the tool with the most recent enhancements.

3. How do I get my own access to BC?
   Go to www.rsmmcgladrey.com/bc and *Request An Account* – all options in the upper right.

   Ask your RSM advisor for your Company Code or Client Number. It will be 7 digits. Then, follow the steps in the Getting Started document to gain access and to begin uploading data.

4. How many seats or users can we have?
   Access is unlimited at no cost. You may grant access to as many people within your company as you wish. In addition, you can set up access for owners, board of directors, bankers, etc, that you would like to also view your data on BC.

   With each login, you can decide how much of the tool they can access. The screens are permission based. For example, some clients just grant access to just the dashboard to serve as a flash report.

5. Do you have a Demo login I can use to see the tool?
   Yes, the following login has full access to the tool.

Company Code	*rsmdemo*
Username	*rsmdemo*
Password	*password*

   Click here to access a two page overview document that explains the tool, shows images, and includes this demo login information.

PRICING

6. Business Connection: What does BC cost?
   The cost for the use of Business Connection is FREE to clients.

7. Benchmarking: What does it cost?
   Nothing. Benchmarking access is now part of the Business Connection tool and is free to clients.

8. Benchmarking: How do I see the coverage?
   This coverage report will tell you if we have coverage by Industry Sector, Group, and/or Class. It will not give you a number but will tell you if we have "Coverage" – defined as 5 or more entities. Beyond that, you can set and change your peer group as you wish and include geographic region and revenue size.

TIME COMMMITMENT

9. I'm too busy. How much time is this really going to take me?
   In helping to develop this tool, our pilot client users told us that it had to take them "next to no time" as they didn't have any to give. The set up and historical upload call will take about 30 minutes to get you into the system and to upload 12-24 months of historical data. Going forward, it will take you 2 minutes a month to update the system with your most recent trial balance file.

   Since you can have multiple users with different access levels, we suggest this task be assigned to the person responsible for month end closing. The process is as easy as creating a Trial Balance file (text or excel) and attaching it to Business Connection.

10. As much as I would like to see data monthly, we only close our books quarterly. Can we still use BC?
    Yes, with Business Connection you can submit your data monthly, quarterly and/or annually. Depending on the data you put in, it will allow us to see the trending to that detail.

HOW IT WORKS

11. How are my accounts coded or mapped?
    Business Connection has a component that allows us to "map" all of the accounts from your TB to the BC standard structure. This will ensure that the data calculates correctly. We can complete the initial mapping, but can grant you access if you wish.

12. What happens if I add accounts?
    If you add any accounts to your trial balance chart of accounts, BC will notify us of that and we will get those accounts mapped so the analysis will begin.

    At any time, we can modify and enhance the map and apply it to all periods. So, if you see numbers that aren't coming out how you think they should or if you want to see a lower level of analysis, we can add more detail by remapping and apply it to all the historical data.

13. What happens if I upload incorrect data or if we made an adjustment?
    You can always "re-upload" data and that will replace and reprocess the analysis.

14. Can BC do consolidations?
    BC does not do consolidations automatically. If you keep a consolidated Trial Balance, we can set up a consolidated entity for you to upload to. If you do not consolidate, you can upload the entities to BC and we can pull the data out to consolidate in excel (since now the data is all standardized). We are still working on a future ability to do this more automated.

15. Can I put my budget into BC?
    No, although that is a request we get often, the system does not currently have that capability. If you want to do some comparisons to budget, we can help build some custom reports by exporting the data out of BC into Excel.

SECURITY AND SUPPORT

16. How secure is the system?
    Very. The system is accessed online by 3-component security credentials and all data transmitted is highly encrypted. Also, our RSM access is also limited to only the engagement team and the Administrative team being able to access the client data. Click here to read more about the system security measures in place.

17. How many seats or users can we have?
    Access is unlimited at no cost. You may grant access to as many people within your company as you wish. In addition, you can set up access for owners, board of directors, bankers, etc, that you would like to also view your data on BC. With each login, you can decide how much of the tool they can access. The screens are permission based. For example, some clients just grant access to just the dashboard to serve as a flash report.

18. Who do I contact if I have questions?
    You can contact your RSM engagement team or our national support team (businessconnection@rsmi.com)