

# SERVICEPOINT™

## WORKSTATION TECHNICAL SPECIFICATIONS

*Last Review: July 18, 2006*

### WORKSTATION REQUIREMENTS

- Computer: PC with a 2 Gigahertz or higher processor
- Browser: Most recent version of Microsoft Internet Explorer or Firefox
- 40GB Hard Drive
- 512 MB RAM
- Microsoft Windows 2000 or XP
- Connectivity:
  - ◆ Minimum - 56 Kbps
  - ◆ Optimal – 128 Kbps – 1.5 mps

### RECOMMENDED PRACTICES

- Microsoft Windows: Update as patches become available
- Browser: Update as patches become available
- Workstation Maintenance: Provide regularly scheduled *best practice* maintenance on all workstations (see Bowman Systems document “Workstation Best Practices”)

As technology and ServicePoint continue to advance, the above requirements may change. Bowman Systems L.L.C. will periodically review, and as needed, modify this document to provide up-to-date and relevant information for the latest technological advances.

### INTERNET BANDWIDTH COMPARISONS

TYPE OF SERVICE	CONNECTION	TRANSFER RATE	USERS SERVICED	NOTES
T3	44.763 Mbps	5.461 MB/s	682 Users Concurrently	
T1	1.544 Mbps	188.5 KB/s.	23 Users Concurrently	
CABLE	1 Mbps	122.1 KB/s.	15 Users Concurrently	
ADSL	1.5-8 Mbps	187.5 KB/s - 1 MB/s	23 to 125 Users Concurrently	Distance limited to 18000 feet.
SDSL	512 Kbps	62.5 KB/s	8 Users Concurrently	
TWO CHANNEL ISDN	128 Kbps	15.6 KB/s	2 Users Concurrently	
SINGLE CHANNEL ISDN DS0	64 Kbps	8.0 KB/s	Comfortable for Single User	
56K MODEM	26.4 K – 46 K	5.0 KB/s	Low end for Single User	Dependent upon the phone line quality. <i>Bowman Systems recommends against modem usage for a standard ServicePoint installation.</i>

Optimal ServicePoint™ functionality depends largely on the amount of bandwidth available. Although Bowman Systems does not set a bandwidth “requirement”, the more bandwidth available, the better the performance, and the higher the User satisfaction.