Technology comparison

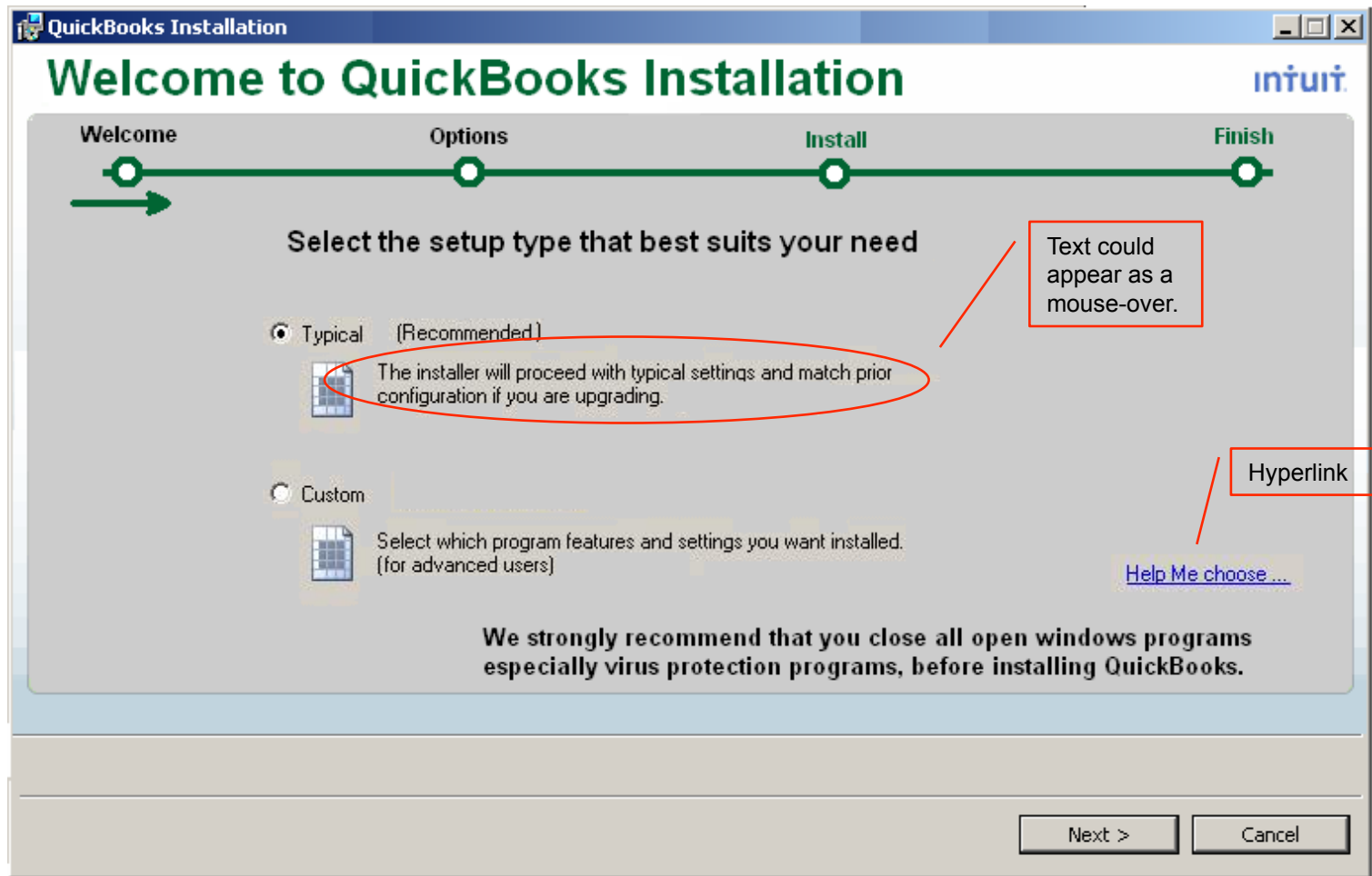| Improvement	Current Installer	Install Manager
UI, Look and Feel		
Combine the multiple components of install into one wizard		✓
Improve UI		✓
One continuous progress bar		✓
Improved Workflow, Content and IPH		
Update Messaging and dialogs	✓	✓
Instill confidence, convey ease of use, and improve success for new users	✓	✓
Typical vs. Custom	✓	✓
Add help, hyperlinks, illustrations, and ghost text, to assist and set expectations		✓
Self Healing/Smart Installer		
Improve error messaging		✓
Detect and install based on prior configurations		✓
Install Logs (Statistics)		✓
Automate Networking Tasks		✓
RTB Tasks		
Reduce time and complexity of adding new components and features that require the installer		✓
Manage Patches w/Install Manager		✓
Improve Content Delivery		✓

The following screens display the "Typical" install workflow

MOCKUPS – TYPICAL PATH

Welcome - Typical

Next goes to EULA.

Cancel exists the install after confirmation by user.

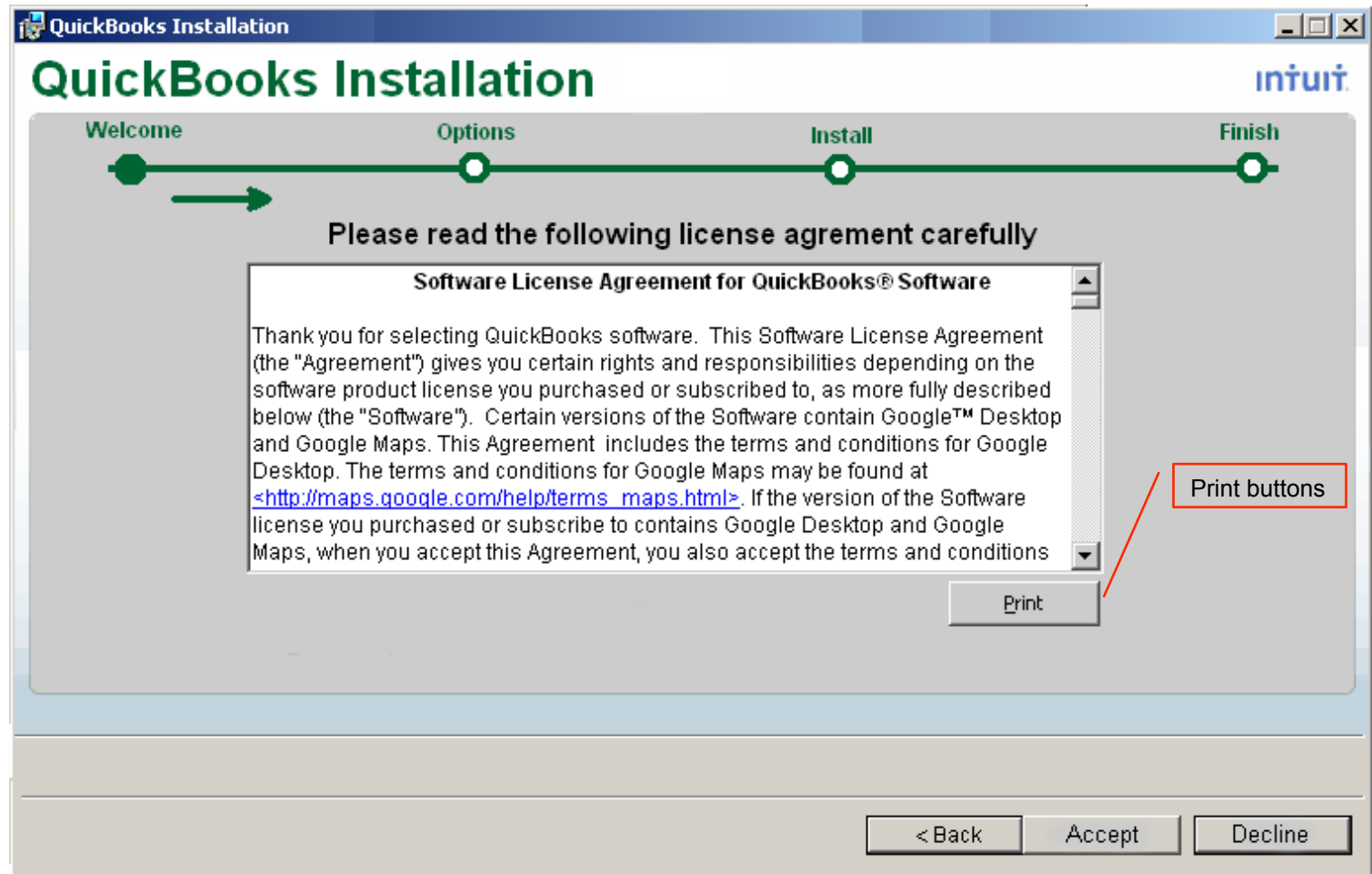Text could appear as a mouse-over.

Hyperlink

EULA - Typical

Back goes to the previous screen.

Accept, accepts the EULA and goes to **License Number** for all flavors other than free and trial that go directly to the **Summary** page.
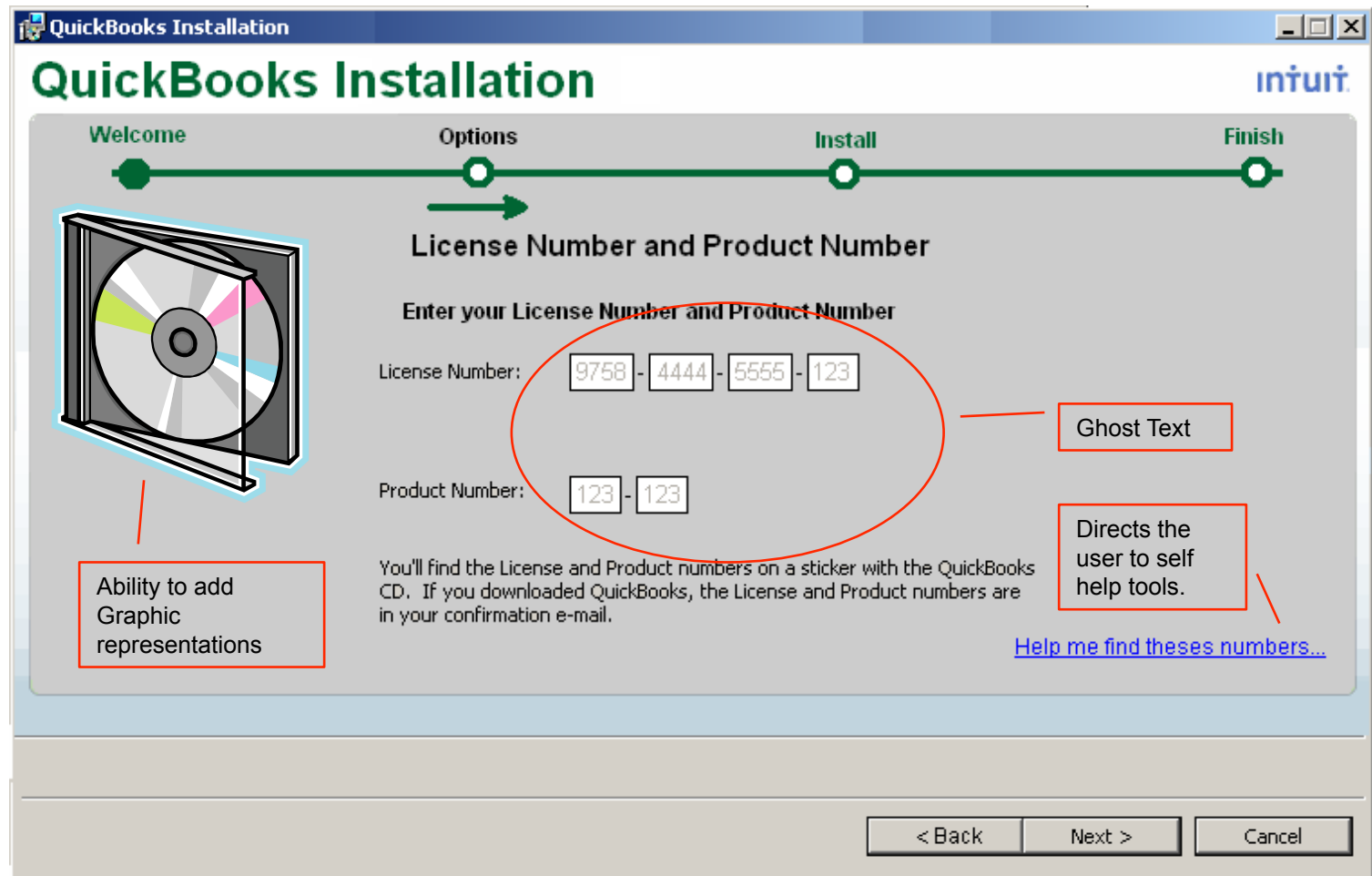
Decline exists the install.

License Number - Typical

Back goes to the previous screen.

Next goes to **Optional Components** if the License and product number are valid.

Cancel exists install after confirmation by user.

QuickBooks Installation

QuickBooks Installation

intuit

Welcome — Options — Install — Finish

License Number and Product Number

Enter your License Number and Product Number

License Number: 9758 - 4444 - 5555 - 123

Product Number: 123 - 123

You'll find the License and Product numbers on a sticker with the QuickBooks CD. If you downloaded QuickBooks, the License and Product numbers are in your confirmation e-mail.

Help me find theses numbers...

< Back   Next >   Cancel

Ghost Text

Directs the user to self help tools.

Ability to add Graphic representations
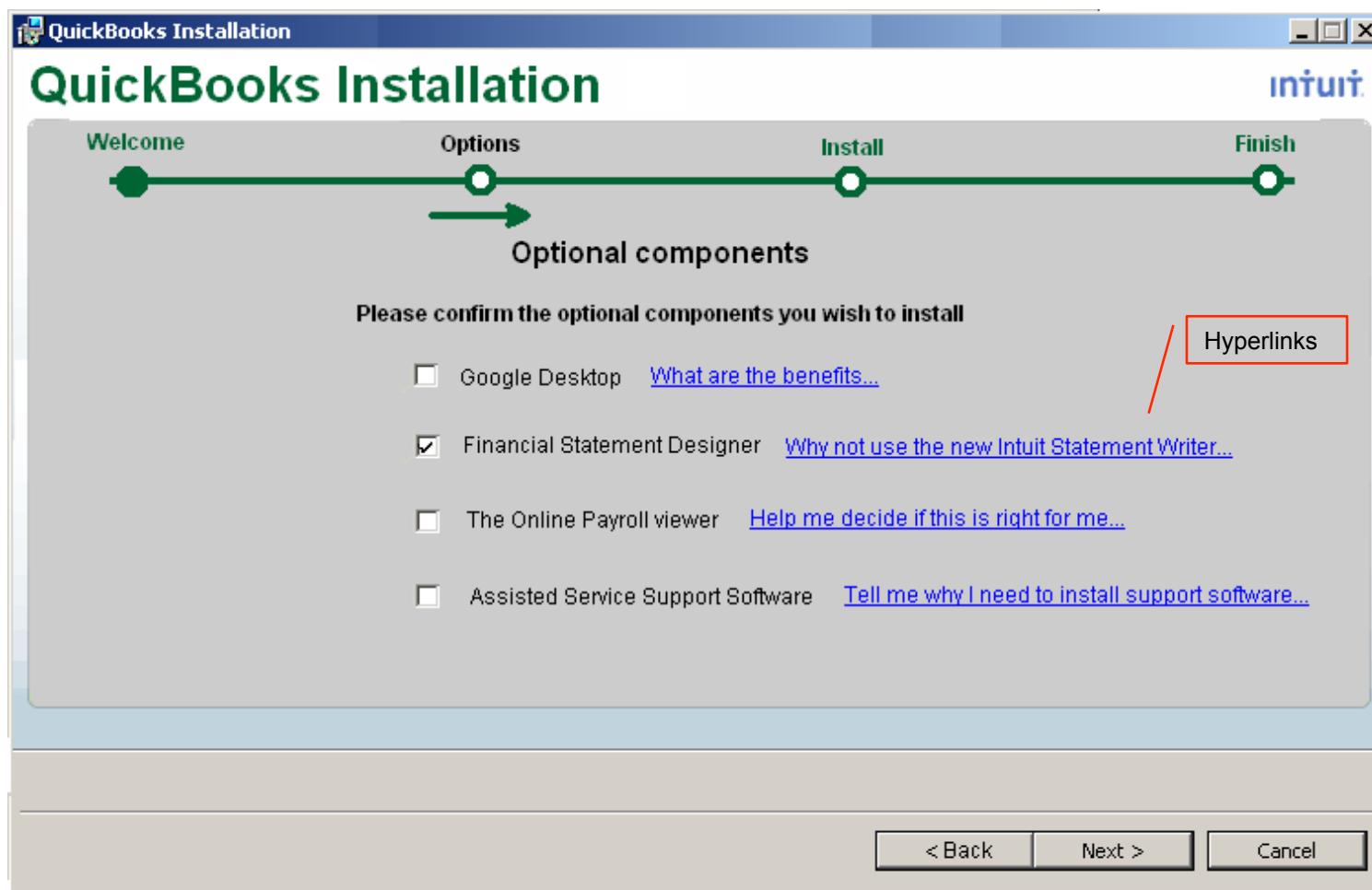
Optional Components - Typical

Back goes to the previous screen.

Next goes to the **Summary**.

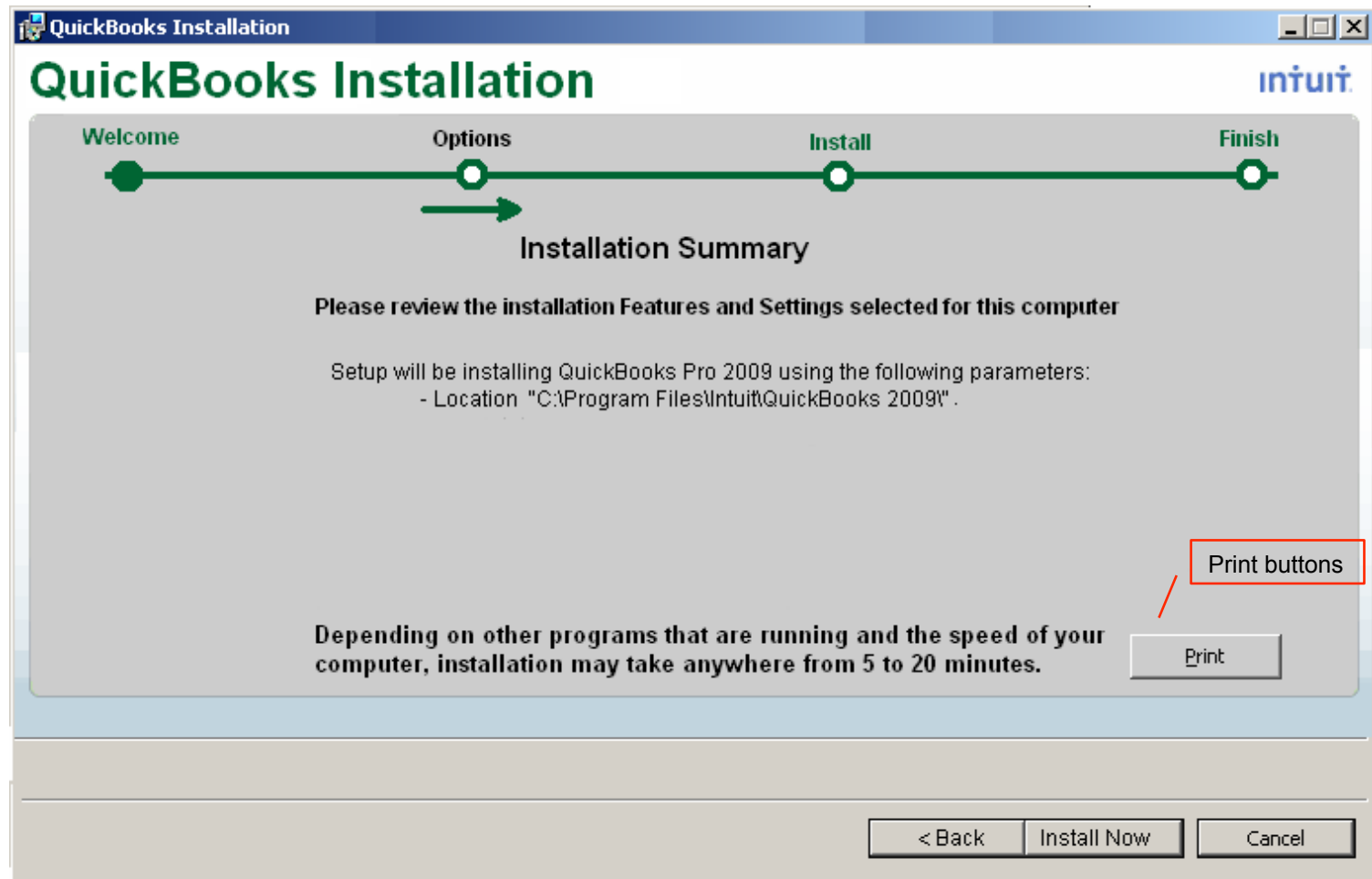**Cancel** exists install after confirmation by user.

Note: This screen may not be necessary depending on what contracts state (Google) and the applications we decide to add by default.

Summary - Typical

Back goes to the previous screen.
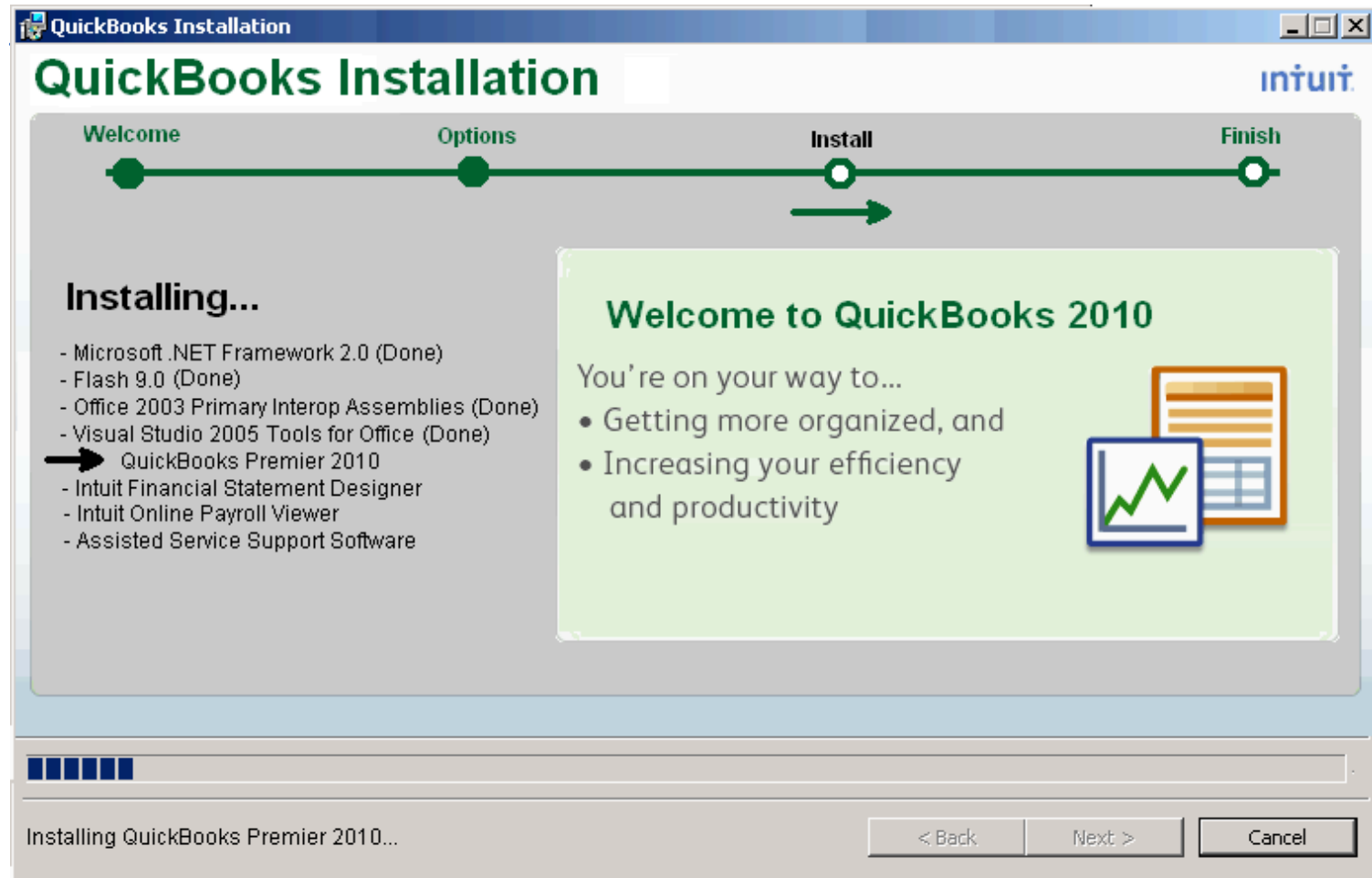
Next goes to the **Installing**.

Cancel exists install after confirmation by user.

Note: This screen could be removed altogether if deemed not necessary. The summary could show additional or different information.

Installing - Typical

Cancel rolls back the installation and exists install after confirmation by user.
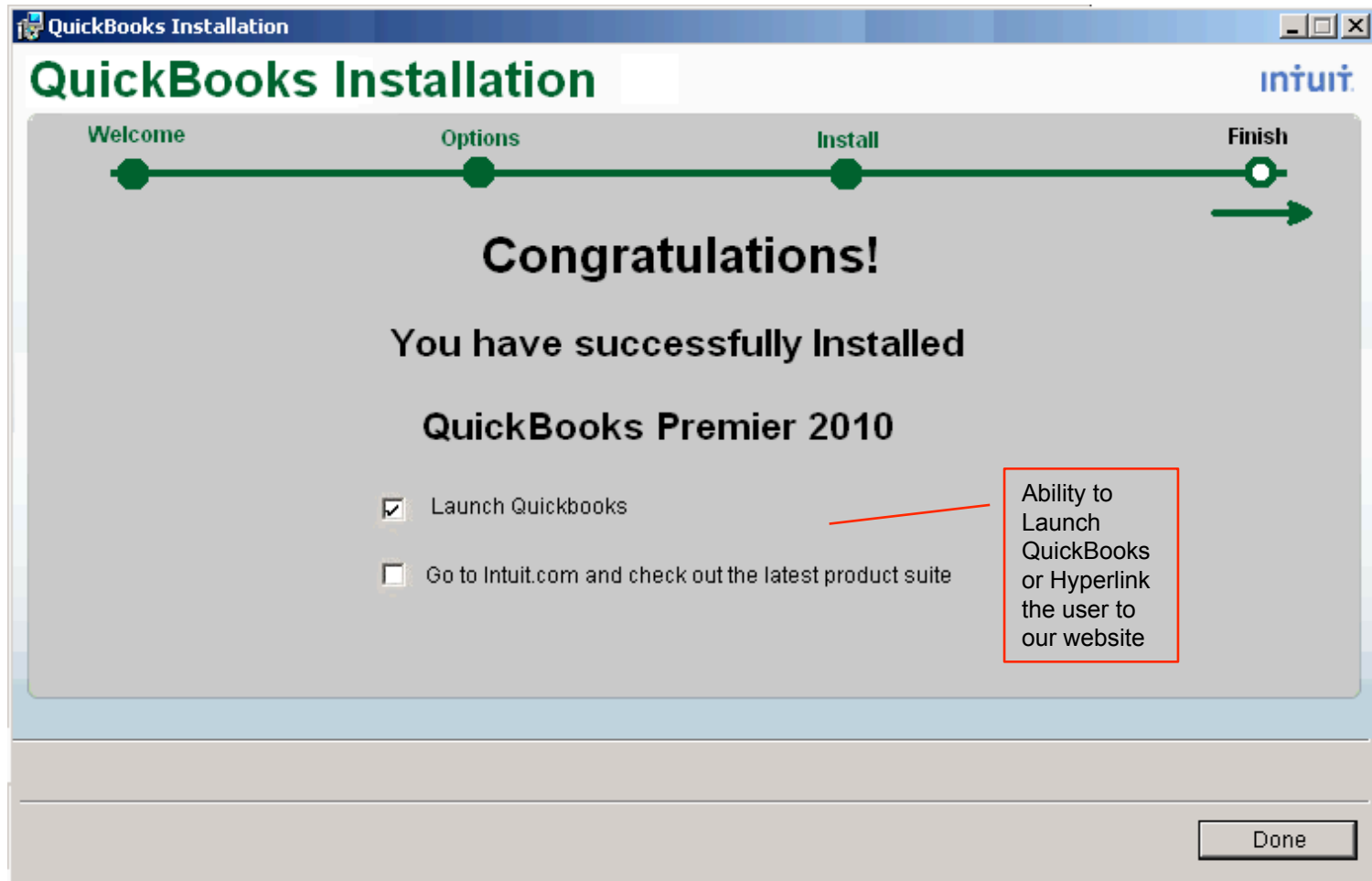

Note: What is actually displayed here can differ. Instead of a list of components being installed and a progress bar, there could be just one progress bar stating what is being installed. Or two progress bars; 1 for overall progress and 1 for incremental components.
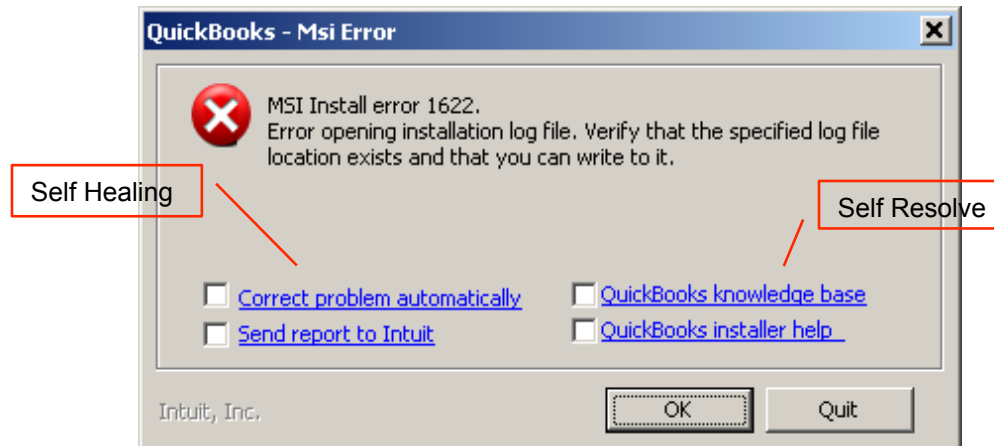
Congratulations - Typical

Done exits the installation and launches QuickBooks

Go to Intuit.com launches default browser to intuit.com.

Error Installing - Typical

Above is an example of what can be done with error messaging.

V1 may include some of these options, like:

- Ability to send reports to Intuit

- Hyperlinks to KB articles related to the specific error

- Links to communities

- Updated verbiage

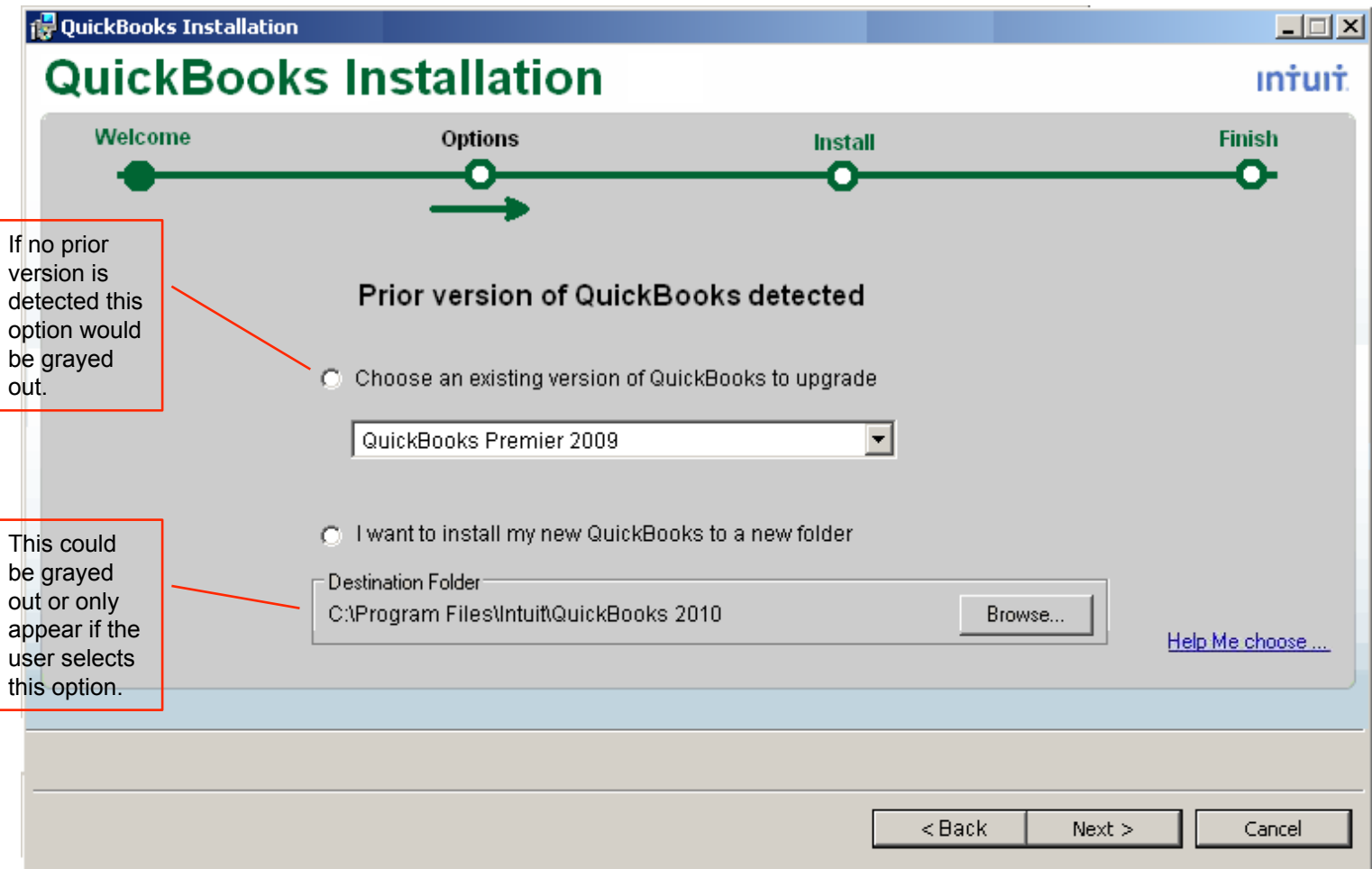The following screens display the "Custom" install workflow

MOCKUP – CUSTOM PATH

Prior Installation - Custom

Back goes to the previous screen.

Next goes to **License Number** if Multi-User settings are detected.

OR

Next goes to **Multi-User** choices if prior versions and settings are **NOT** detected

If no prior version is detected this option would be grayed out.

This could be grayed out or only appear if the user selects this option.

QuickBooks Installation

QuickBooks Installation

intuit

Welcome — Options — Install — Finish

Prior version of QuickBooks detected

○ Choose an existing version of QuickBooks to upgrade

    QuickBooks Premier 2009 ▼

○ I want to install my new QuickBooks to a new folder

Destination Folder
C:\Program Files\Intuit\QuickBooks 2010   Browse...

Help Me choose ...
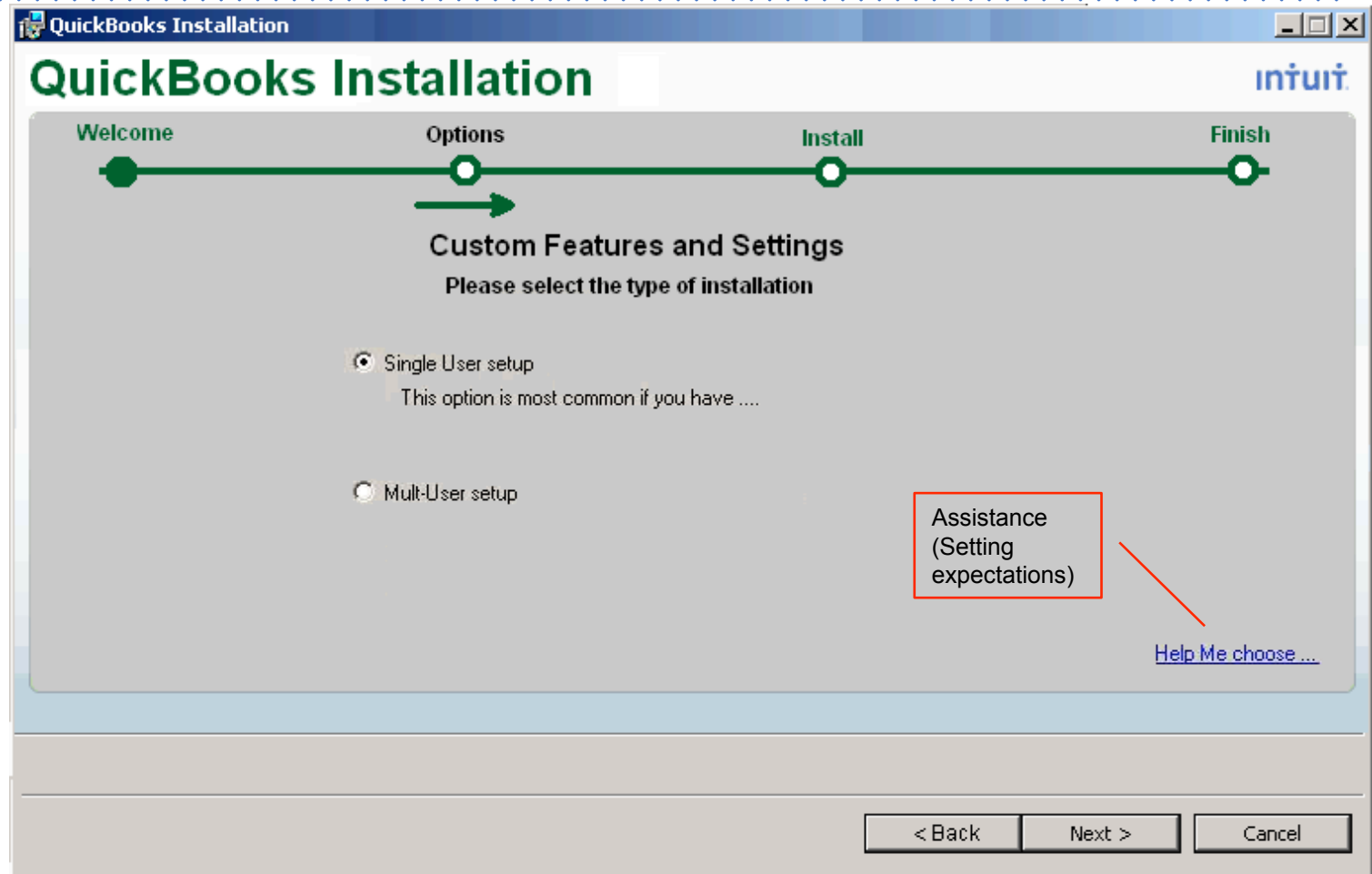
< Back   Next >   Cancel

Single User Selected - Custom

Back goes to the previous screen.

Next goes to **License Number** if Single User setup is selected.

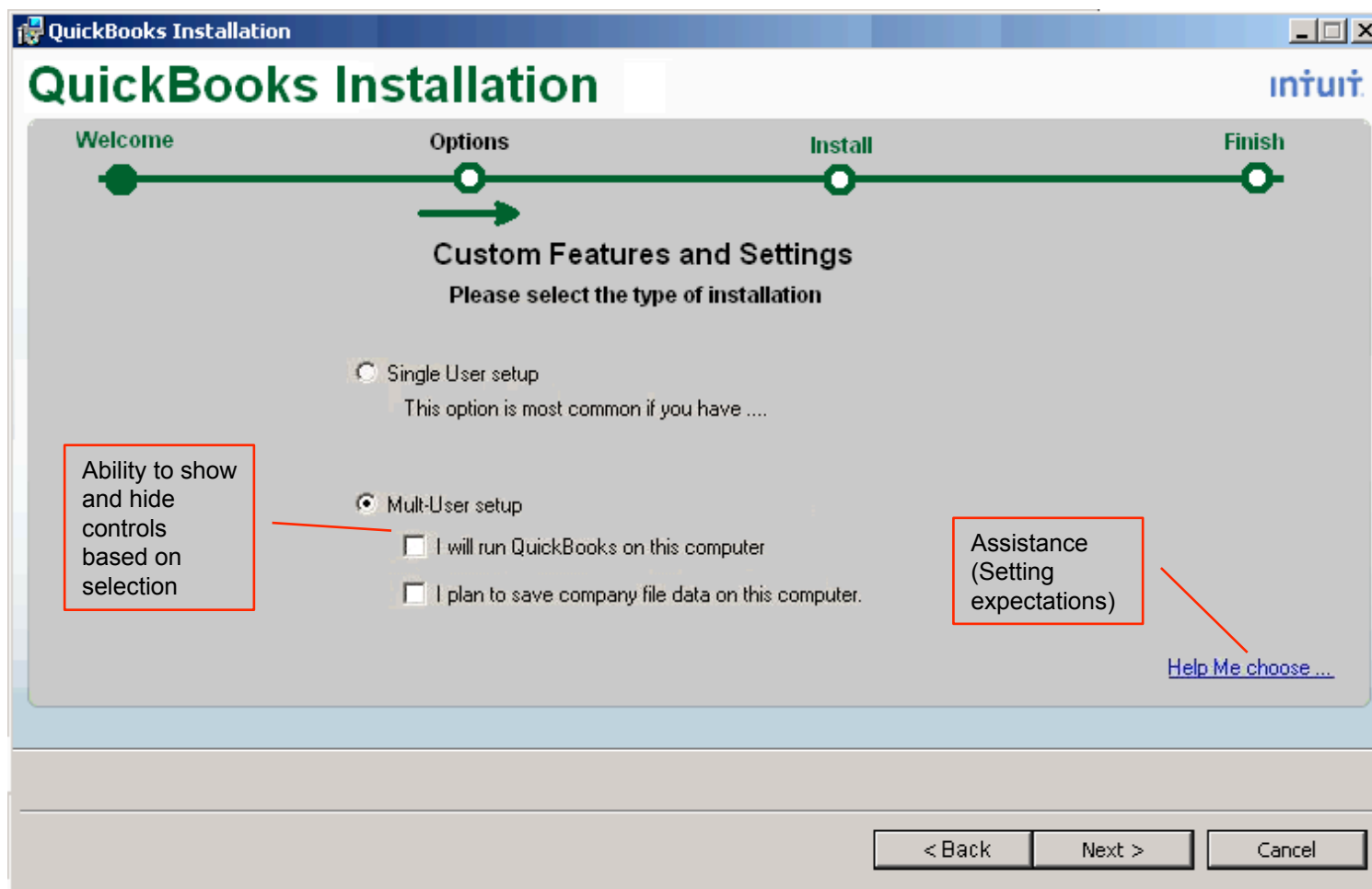**Cancel** exists install after confirmation by user.

Multi-User Selected - Custom

Back goes to the previous screen.

Next goes to **Summary** if I will run QuickBooks on this computer is NOT selected (Server only setup).

Next goes to **License Number** if I will run QuickBooks on this computer is selected.

Cancel exists install after confirmation by user.

QuickBooks Installation

QuickBooks Installation

intuit

Welcome — Options — Install — Finish

Custom Features and Settings
Please select the type of installation

○ Single User setup
    This option is most common if you have ....

Ability to show and hide controls based on selection

⦿ Mult-User setup
    ☐ I will run QuickBooks on this computer
    ☐ I plan to save company file data on this computer.

Assistance (Setting expectations)

Help Me choose ...

< Back   Next >   Cancel

Note: This screen reduces 3 screens, found in today's install down to one. The "Server Only" scenario can be handled differently so that it is **NOT** the default, considering this is not the norm.

License Number - Custom

Back goes to the previous screen.

Next goes to **Optional Components** if the License and product number are valid.

Cancel exists install after confirmation by user.

QuickBooks Installation

QuickBooks Installation

intuit

Welcome   Options   Install   Finish

License Number and Product Number

Enter your License Number and Product Number

License Number: 9758 - 4444 - 5555 - 123

Product Number: 123 - 123

You'll find the License and Product numbers on a sticker with the QuickBooks CD. If you downloaded QuickBooks, the License and Product numbers are in your confirmation e-mail.

Help me find theses numbers...

Ghost Text

Directs the user to self help tools.
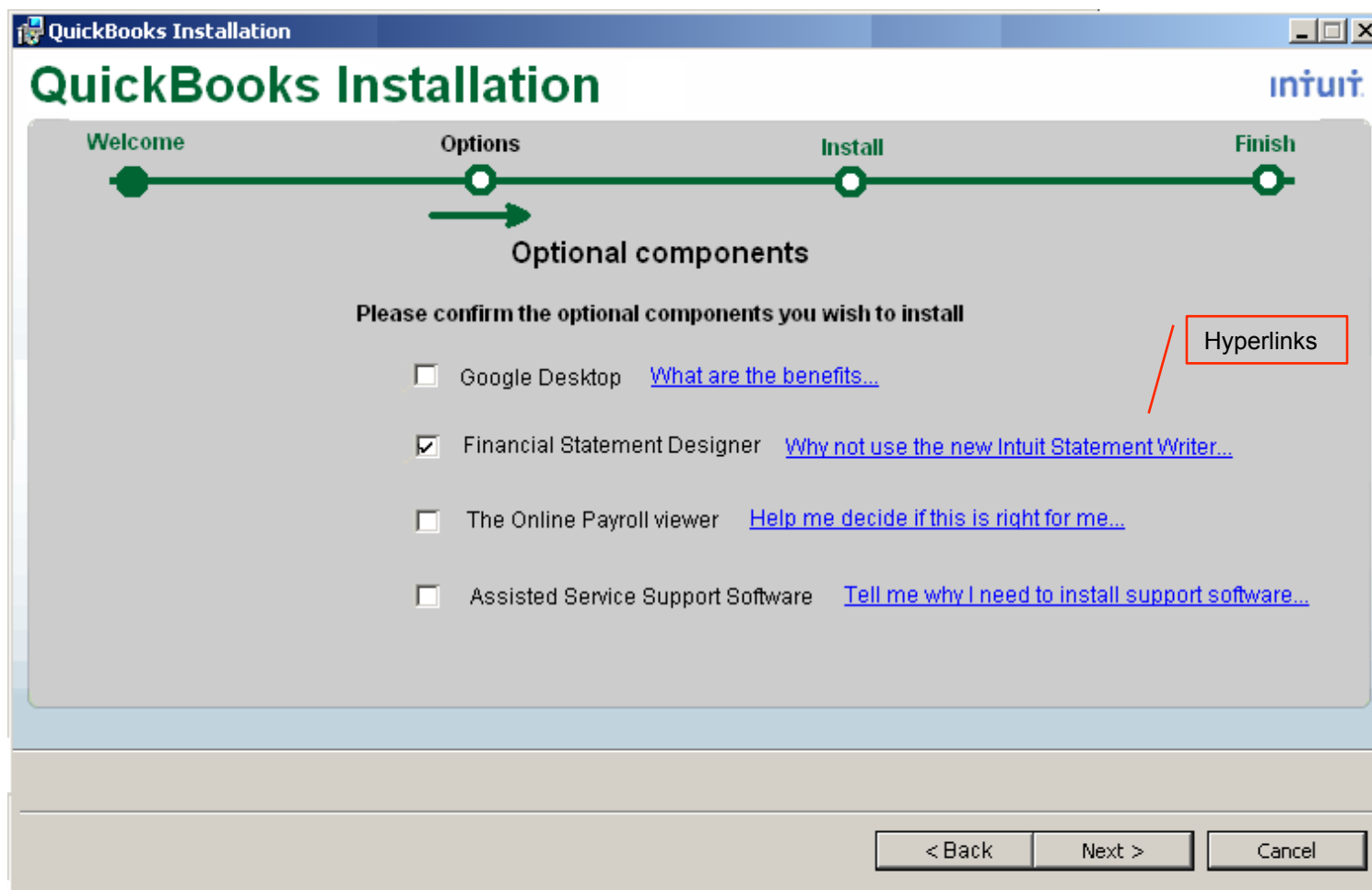
< Back   Next >   Cancel

Optional Components - Custom

Back goes to the previous screen.

Next goes to the **Summary**.

Cancel exists install after confirmation by user.

Note: This screen may not be necessary depending on what contracts state (Google) and the applications we decide to add by default.
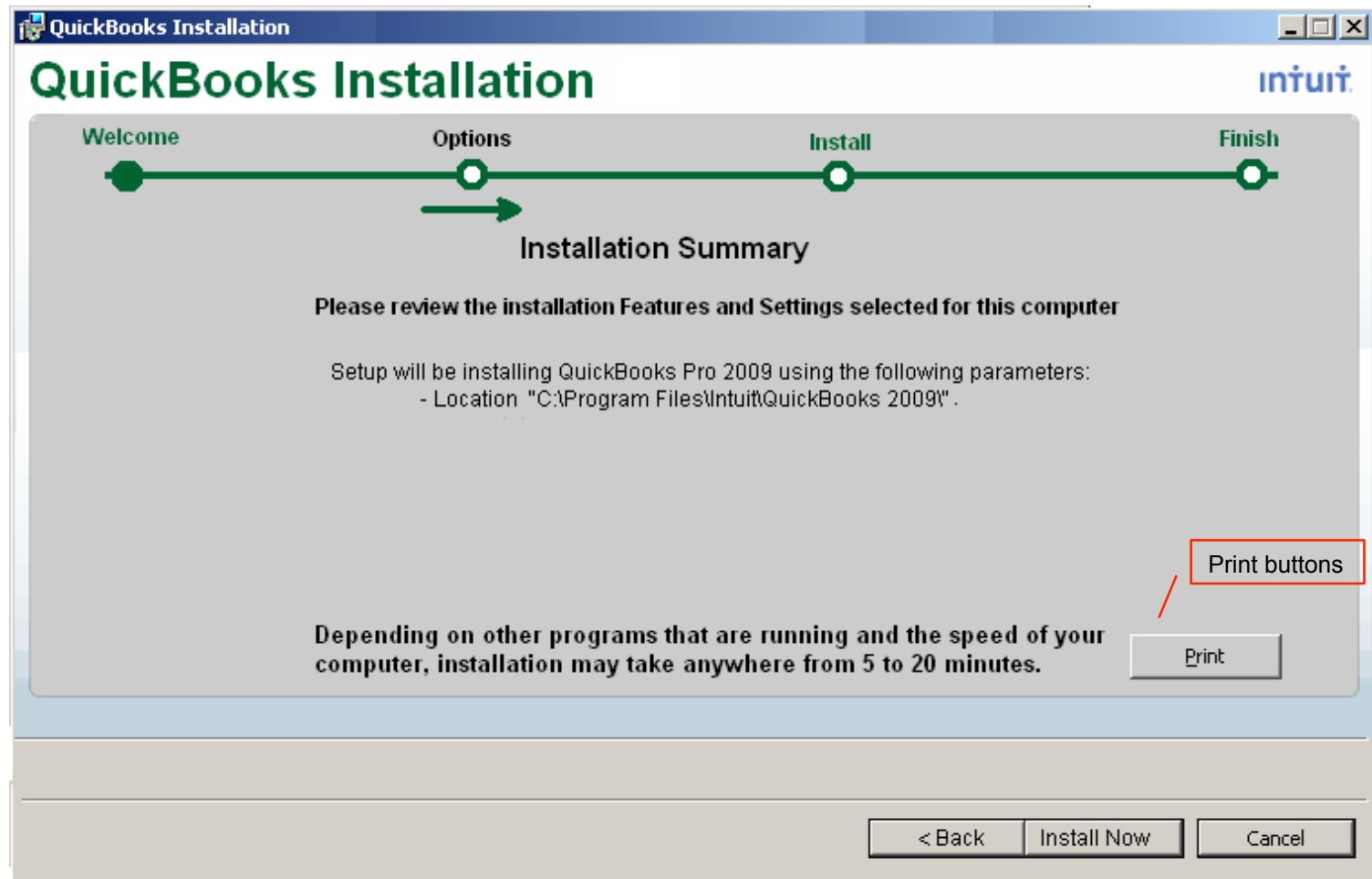
Summary - Custom

Back goes to the previous screen.
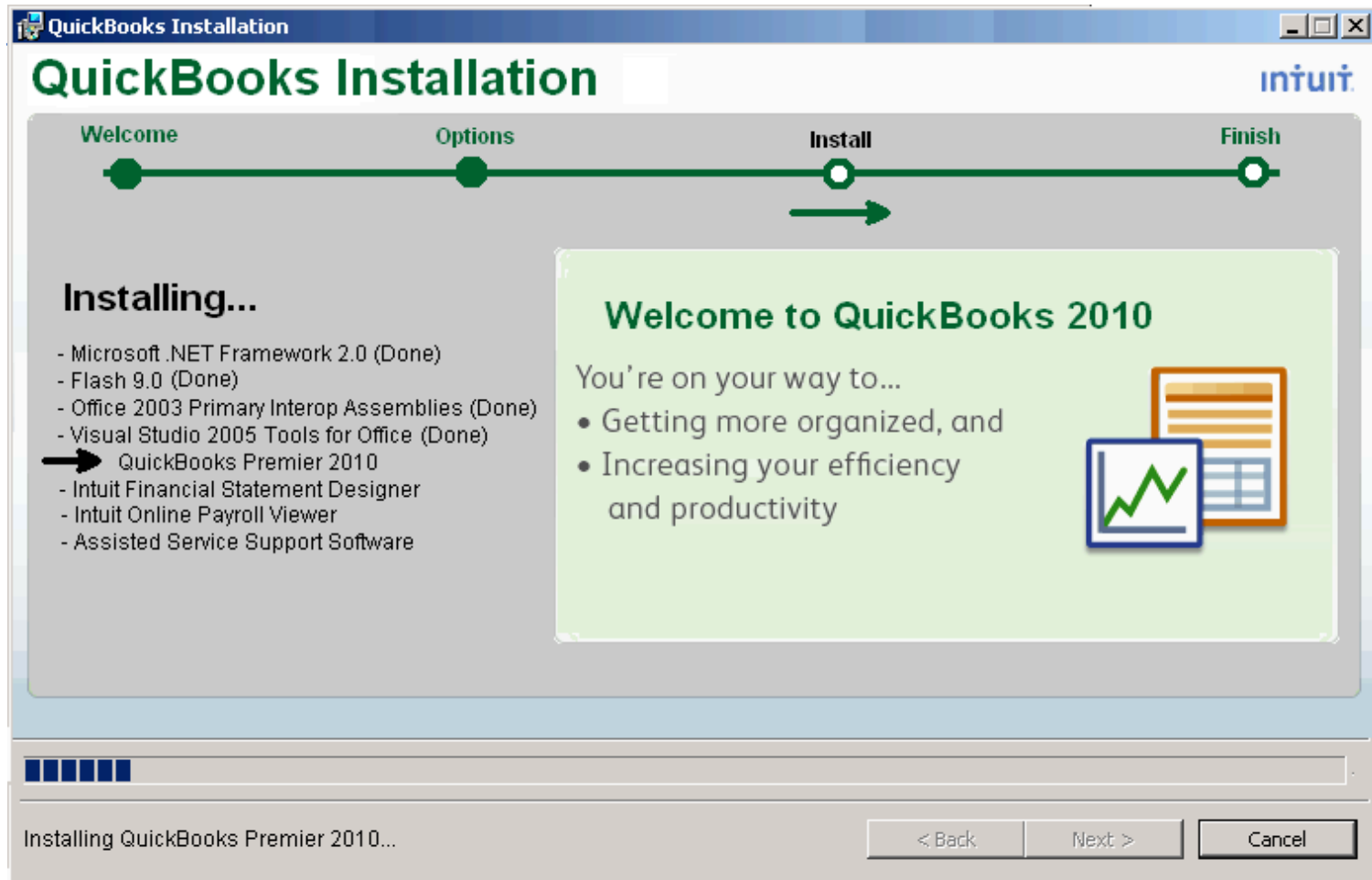
Next goes to the **Installing**.

Cancel exists install after confirmation by user.

Note: This screen could be removed altogether if deemed not necessary. The summary could show additional or different information.

Installing – Custom

Cancel rolls back the installation and exists install after confirmation by user.

Note: What is actually displayed here can differ. Instead of a list of components being installed and a progress bar, there could be just one progress bar stating what is being installed. Or two progress bars; 1 for overall progress and 1 for incremental components.

Congratulations - Custom

Done exits the installation and launches QuickBooks

Go to Intuit.com launches default browser to intuit.com.