

ATI Services Handbook



**Austin Technology Incubator
IC² Institute
The University of Texas at Austin
www.ati.utexas.edu**

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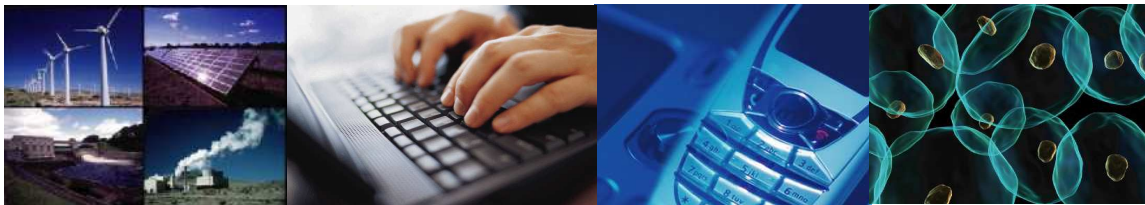


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INTRODUCTION

ABOUT ATI

ATI harnesses local business, government and academic resources to provide strategic counsel, operational guidance, and infrastructure support to its member companies to help them transition from early stage ventures to successful technology businesses. ATI is home to four specialized incubators - Information Technology, Clean Energy, Wireless and Bioscience.

The Austin Technology Incubator was founded in 1989 by Dr. George Kozmetsky and first directed by Ms. Laura Kilcrease. ATI is a nonprofit division of the University of Texas at Austin and its mission is to create jobs and wealth in Central Texas through technology entrepreneurship, as well as provide unparalleled opportunities for the University of Texas community.

ATI works with early stage technology companies to increase their odds of success and decrease their time to capital and markets. The competitive nature of membership requires submitting an application and vetting by industry experts. Potential companies are asked to submit a business plan focused on a new technology-based product or service. They need to have the potential to create jobs locally and have six months of working capital. Since its founding in 1989, ATI has worked with over 150 teams of entrepreneurs, who have collectively raised over \$725 million dollars in investor capital.

ATI is a key program of the IC2 Institute at the University of Texas at Austin. The incubator occupies university space in the West Pickle Research (WPR) building in northwest Austin and the State Energy Conservation Office near The University of Texas at Austin. ATI is supported by The University of Texas, the City of Austin, and the Austin community. ATI's achievements have prompted several mayors' councils nationwide to send representatives to our facilities to learn more about how to generate business development and revitalize ailing municipal economies. ATI works with a variety of investors, a network of professional service providers, outside industry experts, and others, for the benefit of its member companies.

ATI STAFF

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Executive Director	Isaac Barchas	(512) 305-0048	ibarchas@ati.utexas.edu
Director of Operations	Aruni Gunasegaram	(512) 305-0020	agunaseg@ati.utexas.edu
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Director of Bioscience	Jessica Hanover	(512) 305-0040	jhanover@ati.utexas.edu
Directors of Clean Energy	Mitch Jacobson Michael Webber	(512) 305-0049 (512) 475-6867	mjacobson@ati.utexas.edu webber@mail.utexas.edu
Marketing/Communications	Melissa Rabeaux	(512) 305-0024	mrabeaux@ati.utexas.edu
Office Manager	Shannon Lundquist	(512) 305-0000	slundquist@ati.utexas.edu
UT IT Support Office	UT IT Staff	(512) 305-0002	assist@ati.utexas.edu
WPR Building Security Entrance and Scheduling	Mark Steinert John Hayes	(512) 232-9440	steinert@mail.utexas.edu jhayes@csr.utexas.edu
Senior Administrative Associate	Bertha Castro	(512) 305-0005	bcastro@ati.utexas.edu

MEMBER SERVICES

ADVISORY REVIEW PANELS

Each ATI member company is scheduled for quarterly strategy session reviews in which the company presents its current business plan and status. The company then receives a critique and valuable advice from industry and business experts. The panel is specially formulated to reflect the industry sector and area of interest of the ATI company.

MENTORING AND ADVISORY SERVICES

- The appropriate ATI Director will schedule quarterly reviews with company CEOs for strategy and discussion of operational issues.
- Specialized mentors can be made available to assist with particular strategic areas or to provide project-oriented consultation. These arrangements may begin as a pro bono arrangement with an option to move to a paid / equity relationship.
- ATI organizes workshops in which industry experts discuss areas of importance to growing technology companies. ATI companies and alumni companies are invited to attend these seminars free of charge. Mentoring relationships are frequently fostered during these events.

SUPPORT NETWORK

The Support Network is a formidable assembly of contacts from business, academics, and government. These contacts can help you build a strong base of operations. The Network can be broken into two segments.

- The first segment consists of on-site staff, UT consultants and Strategic Partners. Consulting topics range from business plan development to market research and benchmarking, to IP. The consultants from UT generally come from the Business and Engineering schools and mostly provide functional expertise (marketing, finance, information systems, etc.). Please contact an ATI Director for more information.
- The second segment of ATI's Provider Support consists of a referral system of Trusted Partners (lawyers, accountants, etc.) who have expertise dealing with ATI and start-up companies. These are professionals with whom we and/or our companies have personally worked and to whom we feel comfortable referring ATI companies. These companies often offer discounted fees and/or limited pro bono services.

Luncheons may be hosted by Service Providers here at ATI. At these luncheons, topics of common interest to early-stage start-up companies are presented in an informal manner with ample opportunity for questions and answers as well as networking.

STUDENT INTERNSHIPS

ATI can direct companies to the appropriate UT websites where they can post internship opportunities for UT students through the WPRombs School of Business, College of Engineering, Graduate School of Library and Information Science, College of Communication, and others. Possible jobs for interns (depending on the education level and capabilities of the individual student) could include technical support, web design, PR support, and marketing and business strategy.

ATI companies may also publicize their internship opportunities directly. Recruitment of University of Texas at Austin students and alumni has been consolidated on the access UT website: <https://accessut.utexas.edu/>. More information on the individual UT-Austin colleges and their contact details may be found at <https://accessut.utexas.edu/help.cfm>

OTHER SERVICES

- ATI membership provides companies with exposure to a valuable resource: other ATI companies. Collaboration between ATI companies is encouraged, and ATI fosters peer-to-peer group meetings in each particular sectors (e.g. clean energy, information technology, etc.) network to discuss issues pertinent to their areas.
- Regular events will be scheduled in order to allow ATI companies to meet and network.
- ATI companies are exposed to ATI and IC² visitors from around the world, presenting investor and customer opportunities.

A WORD ABOUT GROWTH

Member companies leave ATI for three basic reasons:

1. Graduation - most frequently, companies mature to a point where incubation is no longer appropriate. Depending on the company, this could be anywhere between 12 months to 4 years.
2. Not a good fit - sometimes it becomes clear that the relationship between the company and ATI is just not working the way we mutually aspire for it to work - either we cannot add the expected value or the company has a hard time accepting the value that we do add.
3. Company Failure.

Companies qualify for “graduate” status (press release, invitation to graduation, plaque on the wall, etc.) if we believe that they have matured sufficiently to stand on their own, have traction and momentum, and are providing for themselves the services that ATI previously provided. This is a subjective standard, applied at the discretion of ATI’s staff. The following criteria are looked at closely in determining whether we will call a company a “graduate” of ATI:

Governance. The company has a high-quality board of directors, including external members (external investors or independent).

Leadership. The company is led by a CEO who has been vetted by their board. It will also have filled the critical roles in the management team to the point that it is reasonable to assume that the company has the internal capabilities to execute its strategy.

Strategy. The company is following a business plan that ATI has reviewed.

Momentum. The company is demonstrating and accelerating technical and commercial traction.

Capital requirements. The company has sufficient capital to realistically execute its strategy to the next significant milestone.

Operations. The company has a “clean bill of health” from a legal standpoint; has deployed and is following appropriate financial and accounting controls and procedures; and is in “good standing” with ATI.

Our goal is to help every ATI company mature into a graduate which satisfies the above criteria.

ATI OFFICE SERVICES

AUDIO/VISUAL EQUIPMENT

- ATI has two projectors which can be connected to your notebook computer for slideshow presentations as well as a laptop computer. Equipment must be reserved at the ATI front desk.
- ATI companies may check out and use the projectors **within** the WPR building. Please reserve the equipment in the Conference Room Reservation Book.
- Please return the A/V equipment when you are finished with it (i.e., no hanging on to it until your next meeting).
- Equipment may be taken offsite for a \$50.00 fee per day and a \$1000 deposit (hold check).

CONFERENCE ROOMS

- The following Conference Rooms are available to ATI companies without charge:

Conference Room	Room No.	Capacity
Capital	3.8068	6
Creativity	3.8067	8
Longhorn	3.8064	8
GK	3.8072	12
Alamo Room*	3.904	35
Mt. Bonnell Room*	3.102	12
4th Floor Capitol Room*	4.926	35+

* The Alamo Room and Mt. Bonnell Room are scheduled through the security desk at 232-9440 and the 4th floor conference room is scheduled through the 4th floor receptionist Lori Reynolds at (512) 232-4400/05.

- All ATI conference rooms must be reserved in the Conference Room Reservation Book located near the Front Office Desk. Room reservations are made on a first-come, first-serve basis. Please be sure to write your name, the name of the company, your telephone extension, and the number of people attending the meeting.
- Reserved rooms still open fifteen (15) minutes after reservation will lose use of the room.
- ATI reserves the right to require someone to move to another room in the event of a conflict over a room.
- If your meeting has been canceled or you no longer need the conference room, please cancel your reservation or notify the Front Desk (512-305-0000) to cancel for you.
- You are responsible for cleaning up the conference room immediately after you have finished using the space. This includes wiping the tables or counters if necessary. Please also clean the white boards. Companies that fail to act responsibly (i.e., cleaning up after themselves) will lose the right to use ATI conference rooms.
- Please DO NOT remove furniture from the conference rooms without prior approval from the ATI Front Desk.
- Please note that there are special rules about catering. If you have any questions, please contact the Office Manager.

First Floor Conference Room Use - UT has additional conference rooms within the WPR Building that may be reserved. As an ATI company you are eligible to receive the UT discounted rates for these rooms. You can reserve a UT/WPR room, check rates or availability at the security desk on the first floor.

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NEW EMPLOYEE PROCEDURES / BADGES

New employees must fill out employee forms at the ATI Front Desk. Permanent badges must be returned to ATI upon termination of an employee.

- **Temporary** White, Non-Picture Badge form - allows the company to give an employee temporary access to the building for a certain length of time. This employee will sign out a "T" badge from the security guard each day.
- **Permanent** White Picture Badge form - allows the company to give an employee full access to the building. Permanent employees receive a white picture badge by going down to the UT Austin campus at the Flawn Academic Center. After completing the new employee forms, please see the WPR security guard to activate your badge.
- **Fee for lost badge:** The loss or theft of this badge should be reported immediately to the ATI Front Desk at 305-0000. There is a \$10.00 fee for each badge payable to UT-Austin.

ISSUING AND RETURNING KEYS

- Please see the ATI Front Desk to receive or return a key. There is a \$10.00 fee for lost or unreturned keys (re-keying an office is charged to the company).
- All keys and photo badges must be returned to the ATI Front Desk upon graduation or termination of an employee.

COPIERS

- The ATI copy machine is located on the 3rd floor in the ATI breakroom.
- See the ATI Office Manager to receive a copier account code. It is suggested that you run a single sample copy before running large numbers of copies as no credit will be issued for "bad" copies.

FAX MACHINE

- The fax machine is located in the ATI office, available 24 hours per day (fax # 512-305-0009).
- Incoming/outgoing faxes are free for most companies.
- Incoming faxes are placed in company mailboxes.
- After sending an outgoing fax, sign the confirmation receipt with your name and company name and place it in the bin next to the fax machine. So we can keep a record of companies using it.

FRONT DESK

- The ATI Front Desk will handle all new employee paperwork, disburse keys, long distance codes and assign mailboxes to incoming companies.
- The ATI Front Desk can answer your company's main phone line and transfer the call to the appropriate extension if you are in a meeting. In order for the Front Desk to answer your company's incoming calls, you must subscribe to the ATI/UT phone system.
- The Front Desk may not be available during lunch hour (12 noon - 1 pm.)

MAIL AND COURIER SERVICE

- Mail is sorted and delivered to your mailbox daily in ATI's break-room,
- Federal Express, DHL, and UPS deliveries may be received/ sent from the ATI front desk.
- C.O.D. deliveries **cannot** be accepted by the ATI Front Desk.

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- After normal business hours outgoing shipments for Federal Express, DHL, and UPS can be left at the security desk (1st floor).

PHONE, INTERNET & LONG DISTANCE SERVICES

IT Services, Facility and Phone fees are arranged and documented in the Space Utilization and/or the Master Services Agreement.

CHECK OUT PROCEDURES

There are some matters you should be aware of as you plan your move from ATI. Attention to these items in a timely manner will aid in making your move go as smoothly as possible for all parties concerned. Please note the following:

- Notify the ATI Director **in writing at least 30 days in advance** of your planned move-out date.
- Companies will continue to be charged for telephone services until disconnects are completed; therefore, notification of move-out date is important for timely filing of phone and voice mail disconnect work orders.
- Companies must get new Internet protocol addresses if they were issued by UT because the numbers issued by UT stay with UT and will be disconnected on move-out date.
- Long distance access codes will be canceled as of move-out date. Your company is responsible for any telephone charges incurred using the UT long distance code of a former employee.
- Long distance bills lag 2 months behind; therefore, room security deposits will not be refunded until 60-90 days after move out and all bills are paid. Companies must fill out a UT Payee Information Form (PIF) available from the ATI Office Manager in order for the University to be able to issue a refund check.
- Companies are requested to use the freight elevator at the west end of the building, not the front elevators, when moving out. ATI will inform the WPR security desk of your move-out date.
- Companies are responsible for disposing of their own trash, such as boxes that equipment comes in, etc., and for leaving their offices in a reasonable state of cleanliness for the next resident. ATI has a dolly and trash carts available for use down at the loading dock area. Companies must pick up a "contractor's" badge at the WPR front desk to gain access to the loading dock. Trash should be taken out through the loading docks to the trash cans located on the north side of the building. This is the responsibility of each company, not of the WPR or ATI staff.
- Badges and keys must be returned to ATI upon moving out.

BUILDING AMENITIES

COMMON AREAS

- A sink and refrigerator are available between the restrooms on the third floor.
- There is a break area between the floors with soda machines, a microwave, and seating area.
- Coffee, cocoa, tea and water are available in the 3rd floor break room.

JANITORIAL SERVICE

- The offices are vacuumed on Thursdays, with trash cans emptied daily. Each person is responsible for leaving ATI's common areas clean.
- Blue recycle cans must be emptied into the larger bin in the ATI breakroom by the tenant.

BUILDING SECURITY

- Security guards are in the building Monday through Friday, 7am to 6pm, The building has secured entrances and exits.
- ALL visitors must be signed in at the WPR Front Desk, given a temporary badge, escorted when not in the host's area, and escorted out of the building when leaving.
- For Facility emergencies please call 471.3600.
- For Bats (do not touch or attempt to catch) please call 471.3600

BUILDING RULES

ALCOHOLIC BEVERAGES

The use of alcoholic beverages is prohibited on the property and in buildings and facilities owned or controlled by the UT System. However, the chief administrative officer of the UT System may waive this prohibition with respect to any event sponsored by the UT System. When serving alcoholic beverages, or planning an event that includes the serving of alcoholic beverages, ATI companies and other building residents must contact the ATI Front Desk to obtain approval from UT.

ANIMALS

Except for service animals to assist with disabled persons, no pets / animals of any kind are allowed in the WPR building.

BICYCLES

Bicycle racks are located in the southeast corner of the WPR building. Please lock your bicycle in the bicycle rack. If you need to bring your bicycle into the building, please clean the bicycle and tires before you bring it into the building. You may store your bicycle only in your company's contained office space.

COMMON AREAS

The atrium area on the first floor may be used for informal meetings. Available space includes the cafeteria tables, outside tables, and chairs, and coffee tables on the first floor (opposite from the cafeteria.). Meeting time must be reserved through the UT Commons Reservation System. Please contact the ATI Front Desk for sign up procedures.

EVICITION POLICY

ATI will evict companies for failure to comply with ATI policies, disruptive behaviors or practices, and failure to pursue your business.

FIRE EXTINGUISHERS & FIRST AID

- A fire extinguisher and first aid kit are located near the water fountains in the central part of the first floor (behind the elevators).
- A Defibrillation Kit is located on the first floor.

INSURANCE

- All companies must obtain general liability insurance in the amount of \$1 million dollars in order to continue to reside in the building. For more details, please contact the ATI Director of Operations.

PARKING

- Parking permits are required of all full-time employees and may be acquired by contacting the Front Desk for a UT Parking Permit Application or going on to <http://www.utexas.edu/parking/>
- ATI company parking is in either the north lots (behind the building) or in the west lot (in front of the building).
- Please do not park in visitor parking. There is a limited number of spaces, and these are reserved for visitors to the building. The two front parking lots are reserved for visitors.

SUBLEASING

- Subleasing is **not allowed** at ATI; neither is sub- “lending” or sub- “he’s just my friend and needs a place to work.” ALL sub- “anything” will result in immediate expulsion.
- If you need more space or have too much space, please let us know. We will do our best to accommodate you.

WALLS AND CARPETS

- Carpets are steam-cleaned and walls are repainted usually before/after a company moves in/out.
- If you would like to have the walls repainted before the designated time, there will be an additional charge.
- Any alterations of office space will have to be approved by UT and must use UT approved contractors.
- Painting walls any color other than the standard UT wall color is not allowed.
- Any alterations made to your contained space must comply with OSHA or other safety-related regulations.
- Upon move out, companies will be responsible for any excessive damage and soiling of walls and carpets that occur in their offices. Fees will be assessed, if necessary.