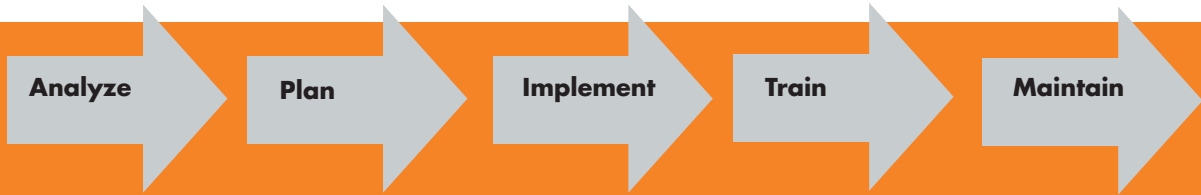


Methodology



Activities

<ul style="list-style-type: none"> • Gather requirements • Pre-sales support to determine technology fit • Custom demo(s) 	<ul style="list-style-type: none"> • Internal planning call for Cranel and VAR • Customer planning call for Cranel, VAR and end user • Customer environment preparation 	<ul style="list-style-type: none"> • Hardware staging • Software installation • User configurations and permissions setup • Develop custom applications or modules 	<ul style="list-style-type: none"> • Hands-on training throughout implementation 	<ul style="list-style-type: none"> • Access to Versitec Support by phone or web • Service level options • Track status of cases through Support Portal • Escalation management • Renewal reminders
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Deliverables

<ul style="list-style-type: none"> • Details on recommended technology/solution • Answers to technical questions from end user 	<ul style="list-style-type: none"> • Meeting agendas • Meeting minutes • Completed Statement of Work (SOW) • Project plan (optional) 	<ul style="list-style-type: none"> • Daily status reports • Accomplishments • Action items • Issue tracking • Custom configuration document • Hardware diagram • System map 	<ul style="list-style-type: none"> • Training agenda • Knowledge transfer to IT admins • Knowledge transfer to Document Imaging Administrators 	<ul style="list-style-type: none"> • Case history reports from Support Portal • Contract detail reports from Support Portal
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Decision Points

<ul style="list-style-type: none"> • Confirm requirements are understood by design team • Ensure the scope is clear 	<ul style="list-style-type: none"> • Confirm design is understood by build team • Confirm design issues are closed • Ensure design docs will be updated during build 	<ul style="list-style-type: none"> • Confirm application components are functioning as expected • Ensure all items in the SOW have been completed to customer satisfaction 	<ul style="list-style-type: none"> • Confirm users have successfully used all applications • Customer acceptance signoff 	<ul style="list-style-type: none"> • Confirm customer's issue has been resolved before closing support case
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For questions, contact Cranel Imaging at 800.288.3475