



eRespond™

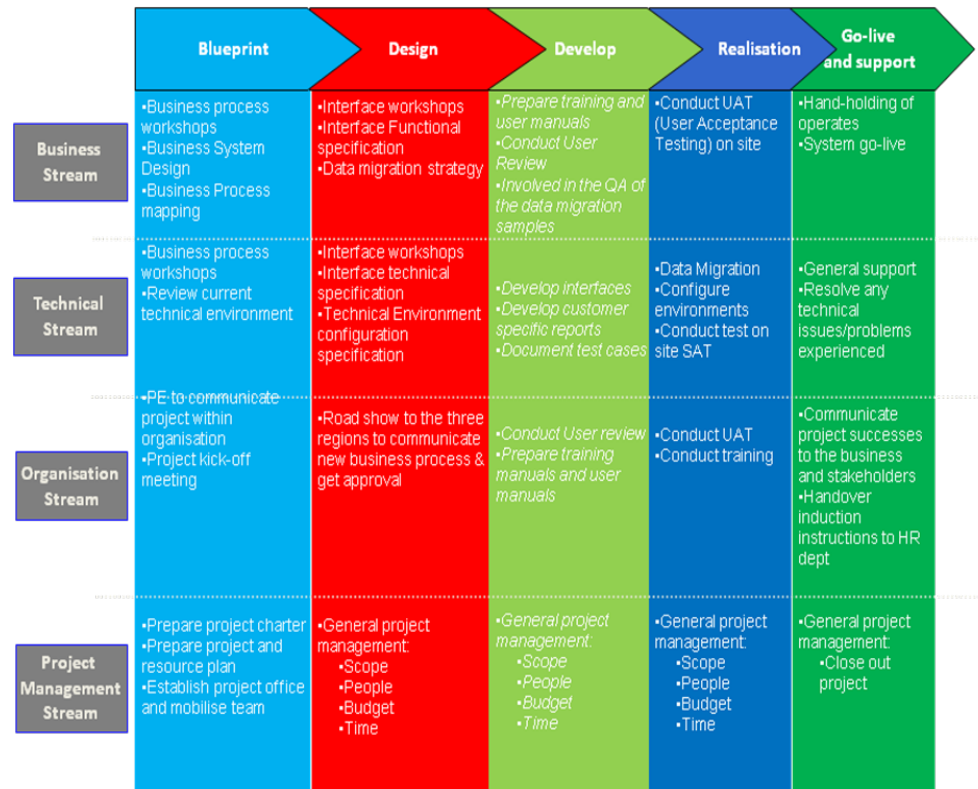
Fast-Track Implementation Methodology

Key Services
 Project Management Services
 Standard Integration
 Software Installation
 Standard Configuration
 24x7x365 Support Plan
 Training Services

LeT Systems has developed a proven Fast-Track methodology which has been successfully applied across customer projects

Key Benefits

- Reduces implementation risk
- Conserves customer resources
- Ensure that installations meet your deadlines and objectives
- Makes the best use of your resources throughout the installation process
- Packaged services for a successful installation
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- Streamlines installations and upgrades
- Improves productivity
- Utilizes Implementation best practices
- Reduces total cost of ownership



The eRespond Fast-Track Methodology is based on five different project phases:

- Blueprint
- Design
- Develop
- Realisation
- Go-live and support

Blueprint

During the Blueprint phase the customer’s requirements concept is identified and documented in detail. The Blueprint phase allows for LeT Systems to carry out detailed process intelligence workshops with specific user groups identified by the customer. This covers business process design; technical architecture and infrastructure review, project communication planning and project team resource & mobilization.



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Design

During the Design phase the requirements concept identified during the Blueprint phase is elaborated into a detail design which will document the solution. The project design phase details all functional and technical specification documents, data migration plan, technical integrations and an overview of the complete project scope for review and approval by the customer management team.

Develop

During this phase the configuration of the system takes place along with implementation of SCADA and SAP preintegrated links. We will also build any new integrations to existing systems. Finally, all data is migrated and appropriate QA testing of the data takes place. All this is documented and user manuals and training plans are configured to reflect the changes.

Realisation

During the realisation phase the solution that was designed and developed is delivered on site to the client. LeT Systems is dedicated to ensuring that every piece of the solution meets the customers required service levels. Therefore, the Realisation phase is dedicated to User Acceptance Testing (UAT) of the product functionality, data migration, systems integration, user interfaces, training scenarios and user manual documentation. As with all phases the customer management team will have full signoff procedures before moving to Go-live.

Go-Live and support

As the customer prepares to Go-Live, LeT Systems provide all necessary personnel to ensure a smooth transition and to solve any technical issues that may arise during this initial period. An agreed hand over plan will be put in place and introductions to LeT Systems support centre for ongoing support and maintenance.

Within each phase there are four streams. The different streams are Business, Technical, Organisation and Project Management and are resourced by LeT Systems and service partners.

Business Stream

Dedicated Business Analysts (BA) from LeT Systems and business experts from the customer are brought together as process experts to collate and document the business design and ultimately generate the user documentation for training.

Technical Stream

This stream contains Technical Analysts (TA) and developers. The TAs will work on the solution design, Integration points, data migration and system configuration. The developers will work closely to build the required interfaces and make specific systems changes.



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Organisational Stream

It is vital to ensure strong communication during the project. Thus, LeT Systems work alongside customer communication staff to manage change across the company. This includes:

- a) Internal Communications
- b) Organisational Structural Changes
- c) Multi Departmental Training

Project Management Stream

Project Management is key to a successful project. Therefore, LeT Systems provide a Project Manager (PM) to work alongside the customers project staff and coordinate each phase of the project and maintain accountability for project delivery on-time and on-budget.

SUMMARY

LeT Systems provides a standard implementation plan that can be adjusted to suit your companies requirements and ensure a rapid deployment within a set time frame at an agreed budget. This approach reduces risk; streamlines implementation, better manages internal resources and ultimately delivers improved Return On Investment (ROI) for your project.

Further Information

This is intended to give a brief overview of the Fast-Track method. For further details:

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