



# Instantis

EnterpriseTrack™  
Deployment Overview

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# Overview

Instantis offers a variety of professional services to create end-to-end solutions around its flagship EnterpriseTrack™ application. The Instantis approach is geared to make sure your software implementation is successful and delivers the results you expect.

Instantis' professional services team comprises development and deployment experts as well as highly trained support personnel who are 100% committed to helping companies achieve their goals from performance initiatives like Six Sigma. We will work with your in-house practitioners and IT staff, as well as with any third-party consultants or training providers to design and implement the best solution that meets your company's needs.

Engagement with customers comprises the complete post-sales lifecycle from product definition to deployment/hosting to training to maintenance/support to upgrades. Throughout, Instantis strives to keep our customers engaged in the product development process, and undertake a variety of activities to capture insights on product usage and future needs ranging from user group meetings to individual customer feedback sessions.

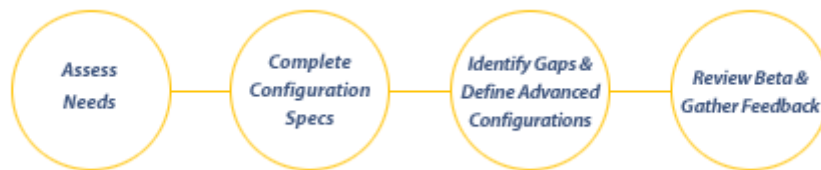
The remainder of this document will drill-down on the Instantis deployment life-cycle phases depicted in the graphic below



# Define



The first step is to define your needs and generate the detailed specifications.



Instantis consultants will work with your team to understand the detailed needs of your process improvement initiative(s) and associated system requirements. They will help you select between our highly configurable system options (for single or multiple initiative deployments), map your processes to the system, and provide you with templates to accelerate the specification of the various configuration parameters that are appropriate to achieve your objectives.

Instantis will work with you to identify any gaps and recommend any advanced configuration options that may be required to conform to your unique processes and workflows.

Once your configuration specifications are finalized, the development and QA testing of your system will be scheduled. Instantis provides you with access to a beta version of your system and makes implementation adjustments based on the feedback received from you prior to final deployment.

# Deploy



Instantis offers two options for deployment of your system – in-house or hosted by Instantis.

For the in-house option, Instantis consultants will work with you and your IT group to determine hardware and software requirements, including database and network bandwidth capacity planning. Once you have the infrastructure in place, Instantis will work with you to ensure proper installation of the system.

The Instantis-hosted option requires no additional investment or effort from your end. Instantis will deploy your system on its secure and scalable enterprise-class infrastructure. Independent auditors have rated this application architecture and hosting security infrastructure as “best in class”. For more information about the Instantis Data please visit [http://www.instantis.com/services/services\\_datacenter.html](http://www.instantis.com/services/services_datacenter.html) and/or download the “Instantis Hosting and Data Center” white paper.

# Train



Instantis' systems are highly flexible, yet very easy to use. Instantis offers its customers several training options to meet their needs.

Standard training options incorporate a system overview as well as specific modules for different roles (e.g., project managers and team leads, finance representatives, and system administrators). Each user group is exposed to the full capability of the system while also receiving targeted training on their specific roles and activities within the system.

Instantis training staff will work with you to define an appropriate agenda and schedule for training, and will conduct "train-the-trainer" or end-user training sessions as needed. Training sessions may be onsite, online, or both.

- Onsite sessions may include hands-on sessions for various groups of users. Instantis recommends this "learn by doing" approach as it is invariably the most effective.
- Online sessions is the preferred option for companies with geographically disperse operations and teams.

# Support



Instantis systems are highly configurable and supportable. They include a powerful built-in administration console that enables your system administrators to make changes on their own, including adding/editing roadmaps, managing users, and building and modifying organizational hierarchies.

In addition, Instantis offers various tiers of customer support, designed to meet your needs. Each tier includes response service levels for various categories of issues, periodic reviews, and audits. Instantis has a group of highly dedicated and motivated support engineers whose goal is to ensure your success in using the EnterpriseTrack™ software. They will answer your questions regarding system usage, help you understand error messages, identify the root cause of issues, develop and deploy workarounds or fixes as needed, and communicate upcoming patches and releases.

Finally, each customer is provided secure access to our support console and is able to escalate issues to our support team, review progress, and learn from previously completed support items.

# Maintain



Instantis constantly strives to improve its system by incorporating new features and enhancing existing features. The Instantis professional services team will communicate with you regarding the availability of new product releases as well as patches to existing releases. If you choose to upgrade, the services team will work with you to schedule an upgrade date, will undertake a migration of your system configuration as well as data, and will notify you once the upgrade has been completed successfully. Instantis will also provide you with the details on functionality enhancements so that you can update your users.

Similarly, when Instantis schedules a patch to your existing system, Instantis communicates the plan including the patch date and patch contents. Finally, you will be alerted when the patch is complete.