



Intuitive for PaperCut Hive Playbook

Author	Version	Date	Changes
James Bray	1.0	13 th March 2024	First Document
James Bray	1.2	30 th April 2024	Added cell shading to optional requirements

Introduction

This document provides a step-by-step guide with checklists to proposing, ordering and implementing Intuitive for PaperCut Hive.

This document follows the RACI methodology of **R**esponsible, **A**ccountable, **C**onsultable and **I**nformed.

Cells highlighted in gray are optional requirements, pending formal customer scope.

Proposal Phase

1. Services included / rendered
 - a. The following resources are included in the Intuitive Portal. Access can be requested by sending an email to softwaresupport@acd-inc.com
 - i. Intuitive online demo
 - ii. Demo Script
 - iii. PowerPoint presentation
 - iv. Product Overview
 - v. Access to Value Proposition
 - vi. Intuitive Customer Subscription commercial terms and data processing agreement terms
 - vii. Intuitive Cloud Security White Paper
 - viii. Intuitive Design document
 - b. Access to Intuitive pricing

	Task Sequence	Description	AM	PRS	PMO	DC	C	S	I
P r o p o s a l	1	Demonstration of Intuitive Dashboards to customer	A			R			
	2	Completion of "Pre - Sales" section of Design Document to determine implementation estimate and scope	A			R			C
	3	Produce cost estimate for licenses and services	R						

Abbreviation	Title
AM	Account Manager
C	Customer
DC	Design Consultant
I	Intuitive
S	Support
PRS	Print Related Solutions
PMO	Project Management

Order Phase

1. Pre-requisite
 - a. Design document filled out up to and including “Pre- Sales” section.
2. Services included / rendered
 - a. Intuitive to supply PaperCut Hive connection details guide

	Task Sequence	Description	AM	PRS	PMO	DC	C	S	I
Order	1.	Submit license PO to Intuitive	R						A
	2.	Submit services PO to Intuitive, if required.	R						A
	3.	Order acknowledgement and invoice				A	I		R

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Implementation Phase

1. Pre-requisites

- a. Customer license details from PO
- b. Supply of PaperCut Hive Organisation ID
- c. Enable Intuitive addon in PaperCut Hive
- d. Design document to be updated with pre-installation information.

2. Services included / rendered

- a. Maintenance of Azure pod
- b. Maintenance of Intuitive software
- c. Configuration of Hive API Connection
- d. End-user training, based on customer user types.
- e. Confirmation of setup to partner support
- f. Intuitive support as per standard SLA's

	Task Sequence	Description	AM	PRS	PMO	DC	C	S	I
Implementation	1.	Design document to be updated with pre-installation information.				R			C
	2.	Collation and creation of API details for PaperCut Hive connection		R			R / C		
	3.	Acknowledge Design Document							R
	4.	Application of Intuitive license							R
	5.	Updating Intuitive connection fields with PaperCut Hive connection details		C					R
	6.	Testing of API data flow from PaperCut Hive to Intuitive. Tested by opening the following dashboards: <ul style="list-style-type: none"> • User Profile • Executive Summary 		C					R
	7.	Creation of requested user accounts, including security filters, if required.		C		C			R
	8.	Testing of user security filters, if required.		C		C			R
	9.	Secure delivery of customer access credentials / access methods					I		R
	10.	Delivery of end-user training, if required.	A				I		R
	11.	Setup confirmation to partner Support		C				A	R

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