INSTALLATION WORKFLOW

This kick-off checklist contains action items that must be completed before ACDI begins any software implementation.

CONTACT

ACDI will reach out to the reseller's sales representative or designated point of contact listed on the original quote/opportunity no more than 2 business days after the purchase order is received and processed. If the sales representative or designated point of contact is not indicated, ACDI will attempt to contact the purchasing agent that submitted the purchase order.

PRE-INSTALLATION

After contact is made with the reseller's representative, ACDI will schedule a kick-off call to discuss the end user's environment and goals and objectives of the software implementation. This call takes approximately 30 minutes and should involve all key project stakeholders, including the sales and technical lead from both the reseller and the end user. Once the kick-off call is completed, ACDI will begin scheduling the software installation, remote or on-site, can be scheduled on or after the kick-off call by the Project Coordinator(ACDI).

INSTALLATION

The size and complexity of the environment will determine the amount of time needed to complete the installation. ACDI will coordinate a timeline to work with the stakeholder's schedule. Multiple sessions may be required to fully install and configure the software. Product administrative training is provided during the course of the installation. After the software is installed and configured, the customer will have 5 business days to reach back out to the project coordinator for any issues that need to be resolved relating to the scope of the project, the installation will then be considered completed to satisfaction and the project will be closed.

POST-INSTALLATION

After the implementation is completed and the project is closed, the reseller or the end user may contact ACDI Software Support for further assistance. A satisfaction survey is emailed to the end user at least 3 business days after the installation is marked as completed.

ACDI RESPONSIBILITIES

- Provide prerequisites required to meet project deliverables.
- Project coordination gathering requirements, analysis, installation, and training.
- Scheduling with Reseller and EU point of contact.
- Basic administrative training on software usage and configuration, unless otherwise specified.
- Remote implementation of the solution as defined in the quote and subsequent sales order.
- Deliver and integrate all ACDI provided software components.
- Promptly inform EU and Reseller of any issues or situations that may cause delays to timelines or delivery dates.

RESELLER RESPONSIBILITIES

- Project point of contact(s) to provide:
- Necessary onsite resources,including technical resources, to assist with managing the devices and printers should hardware related issues occur during the install.
- Project related hardware has been connected to the site network, all ports configured, and can access the required servers.
- A dedicated project staff member to monitor the progress.
- Ensure all the prerequisites are fulfilled before deployment.

- Before the implementation of these services:
- New devices are onsite, installed, networked, print queues built and tested, and drivers installed.
- Each server is accessible by the ACDI installation engineer during the remote installation.
- All project related devices and printers have the latest firmware and any device specific requirements installed.

EU RESPONSIBILITIES

- Project points of contact, including IT team, who can provide infrastructure and connectivity information as required to perform the services defined.
- Environment that meets the system requirements for the services
- The appropriate contact on all installation calls who can provide server, workstation, hardware, and third party software remote administrative access for software configuration.
- Remote administrative access to all computers/ servers as required to perform the services.