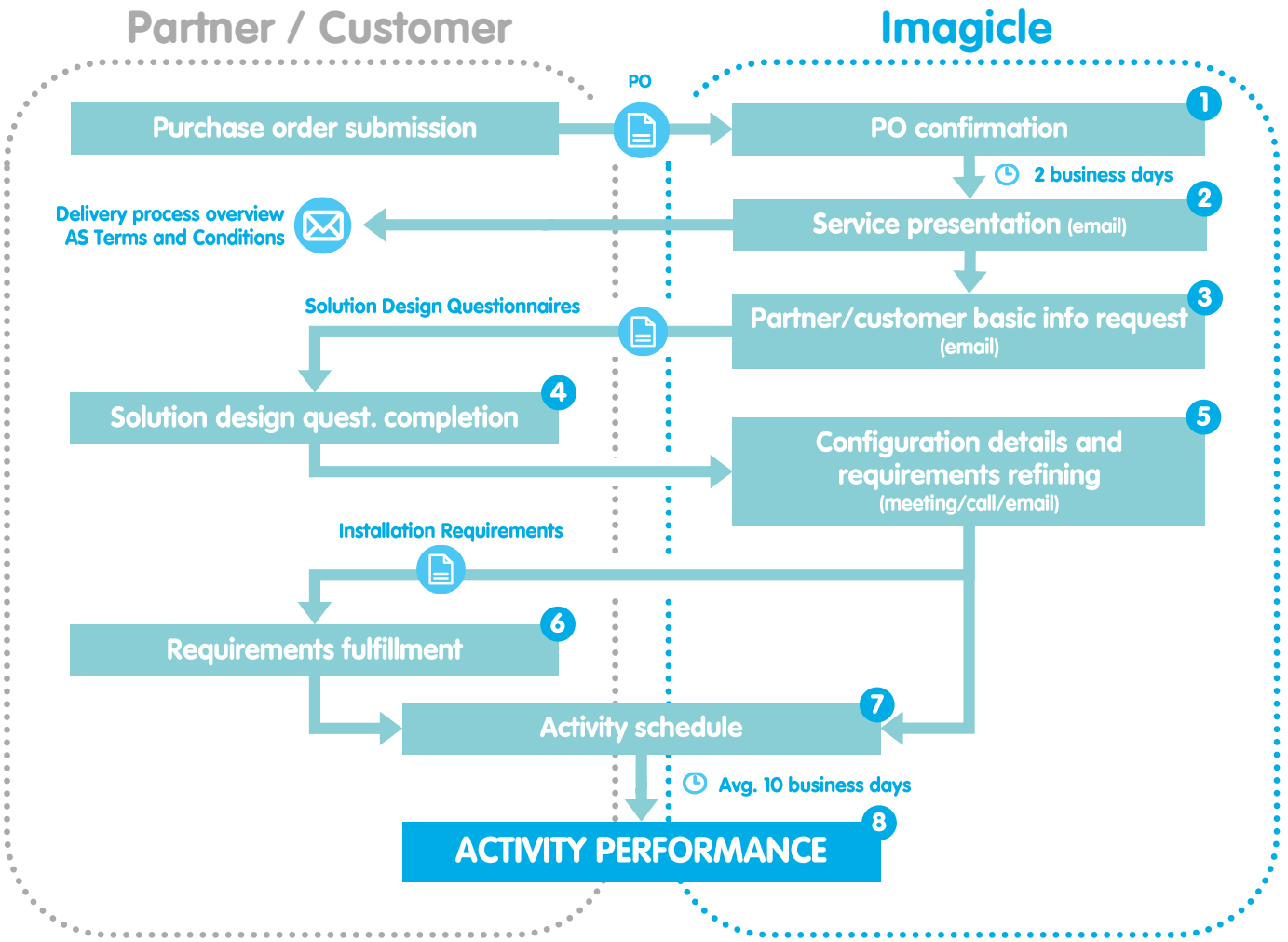
Imagicle Advanced Services

Overview of engagement and delivery processes

Adv. Services

Engagement and planning



Adv. Services

Engagement and planning

1. **Purchase order confirmation**
   The entire process is triggered as soon as the purchase order is received by Imagicle.
   Depending on the specific terms agreed with the partner, the payment of the AS may also be expected before engaging the AS team and proceed with the next step.

2. **Service presentation**
   Once the purchase order has been approved, a presentation email is sent to the customer and/or partner, including this workflow process overview and the terms and conditions for the professional service.

3. **Partner/customer contact**
   The AS project gets assigned to an Imagicle engineer in the competence team. The engineer sends an email message to the technical reference including: the service description for the relevant applications and one or more design questionnaire documents. The design questionnaire is a short document that must be filled by the customer (or the Imagicle reseller/partner) reporting the relevant information needed to install and configure the specific applications.

4. **Solution design questionnaire completion**
   The customer (or partner) fills the design document and sends back to the Imagicle engineer. Alternatively, the questionnaire can be filled with the Imagicle engineer in a phone call or Webex session.

5. **Configuration details and requirements refining**
   Basing on the solution design questionnaire content, the Imagicle engineer discusses with the technical contact of the partner/customer about the configuration details, the possible constraints, limitations or further requirements that may apply. This is normally done by email or in one or more Webex meetings.

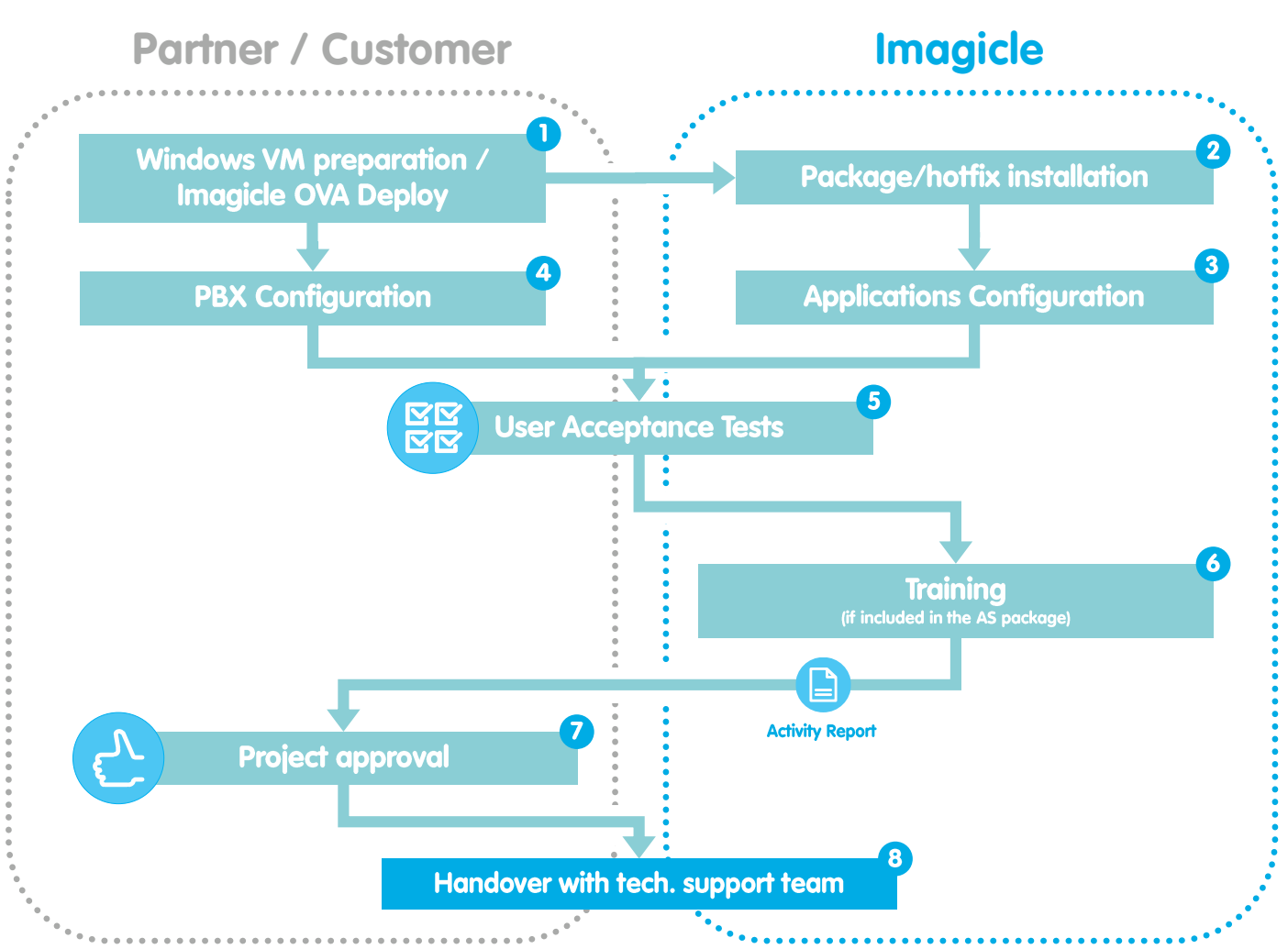
6. **Requirements fulfillment**
   The customer/reseller fulfills the requirements provided by Imagicle, in terms of UC equipment, hw/virtual servers, network requirements, SQL server requirements, email accounts, Active Directory accounts, etc…).

7. **Activity schedule**
   The first activity date is agreed between Imagicle and the customer/reseller, according with the availability of both the parties, and the project priority. For professional services delivered by remote, a calendar reminder is sent to the customer and/or partner. Normally, the first timeslot is available for Imagicle in about 10 business days.

8. **ACTIVITY PERFORMANCE**
   The activities start. See the next slide for a deeper description.

Adv. Services

Performing the activities



Adv. Services

Performing the activities

1. **VM preparation or OVA deploy**
   If the Imagicle virtual appliance (VAI) option is chosen, the partner/reseller should deploy the OVA provided by Imagicle.
   Alternatively, it should prepare the required (virtual) machines with the Windows OS preinstalled, for the following software package installation.

2. **Package installation**
   The Imagicle applications gets configured and tuned basing on the customer/partner input.

3. **PBX and applications configuration**
   Usually, this is the longest phase of the advanced services, it may last for several days or weeks (depending on the project size and complexity).
   A skilled technician by the partner or customer should configure the UC equipment (PBX, voice gateways, SBCs, ..) following the instructions/guidelines provided by Imagicle. The Imagicle engineer can support the customer/reseller to do it.

4. **Applications configuration**
   The Imagicle applications gets configured and tuned basing on the customer/partner input and according with the service description.

5. **User Acceptance Tests**
   The Imagicle engineer and the customer/partner representative perform some functional tests to verify the basic product functionalities and relevant features properly run in the specific customer environment.
   A user acceptance test document with a check list is normally used and signed by customer/partner for approval.

6. **Training**
   If an administrative or end-user training is explicitly included in the bought professional services, this is normally done in this stage. In addition, a training on the job is usually provided to the technical contact of the partner/customer, to explain how to manage the daily operations on the Imagicle system.

7. **Activity report**
   An activity report is send by the Imagicle engineer, including the list of performed activities and any particular note that may apply. The customer/partner is asked to sign on the document for the project completion approval.
   The Imagicle engineer reports internally all the relevant information about the completed project (particular configurations, customizations, etc.) that may be useful for the maintenance of the installation.

8. **Project completion and support team handover**
   The project is formally closed by the AS team. Starting from such moment any incident or question related to the installation can be raised by the customer or partner to the Imagicle support service.

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