

# Implementation

SmartSimple's implementation team works tirelessly to ensure a smooth transition for our clients to use their very own SmartSimple system. We understand that successful implementation projects begin with, and rely on, clear communication between our clients and our team.

We understand that every business is unique. That's why we listen to our clients in order to configure a system that's truly faithful to their needs.

Once both parties have clearly accepted and understood the proposed project method, our six stage process begins:

**We listen. You have needs that are unique to your business – SmartSimple personalizes your system to meet them.**

## Requirements Gathering

Fine details gathered at this stage include: workflows, business rules, profile information, and the specific roles of individuals in your organization.



## Analysis & Design

At this stage, your information is analyzed. We use this to create the most suitable system configuration for your exact needs.



## Project Plan Sign-Off

A statement of work (SOW) is created based off of the system design. To deliver the system in incremental stages, the components are divided into work packages and milestones. This allows our clients to experience and interact with the system throughout its configuration.



## Implementation

During implementation, an initial work package is created to include roles, permissions, workflows, portals and relevant fields. Your SmartSimple Project Manager will then notify you and walk you through it. Necessary adjustments are made based on feedback.



## User Acceptance Testing

Once the adjustments from the previous stage are approved, tests are performed by your team to ensure all requirements have been met.



## Go Live Training

We then train both your end users and internal system administrator. You are then introduced to SmartSimple's various methods of support: email, phone and Community Portal.

