

## ENSURING SUCCESS WITH YOUR ASG-CYPRESS IMPLEMENTATION

ASG-Cypress: Ready-Set-Cypress

The Ready-Set-Cypress program enables you and your organization to quickly and easily plan, implement, and deploy the ASG-Cypress content delivery environment. Within days (not months), the documents and reports created by your applications can travel to their needed destinations in fast and highly cost-efficient ways.

The Ready-Set-Cypress program removes the guesswork and uncertainty out of enterprise software implementation by consolidating and organizing all key decisions and activities you will need to perform. The entire implementation process is transformed into a series of spreadsheets, checklists, and training courses that will enable you –or ASG, should you prefer– to configure your content delivery environment to address your specific content management and delivery requirements.

### PHASED APPROACH

The Ready-Set-Cypress program guides your organization through a step-by-step sequence that will ensure the successful implementation and usage of ASG-Cypress. This program consists of nine individual phases:

#### PHASE 1: KICKOFF DISCUSSION

Conducted between the ASG-Cypress Project Manager and appropriate members of your team (e.g., the designated Cypress Administrator), the purpose of this discussion is to confirm the status of your project, answer questions, and prepare for next steps.

#### PHASE 2: REVIEW OF SYSTEM REQUIREMENTS

Also involving the ASG-Cypress Project Manager and your Cypress Administrator, this discussion reviews hardware and software requirements for your production environment, as well as how specific configurations can deliver specific business and operational benefits (e.g., high availability, disaster recovery, streamlined processes).

#### PHASE 3: ASG-CYPRESS ORIENTATION

This two-day orientation provides a hands-on introduction to ASG-Cypress, while also reviewing other materials that may be used throughout the remainder of the Ready-Set-Cypress program. Key stakeholders from ASG and your organization will review the proposed environment/configuration, review output from your reporting and document-generating applications, and select, schedule, and tailor other implementation and training services for your organization.

#### PHASE 4: CONFIRMATION

The primary objective of this phase is for the Cypress Administrator to collect and organize information identified in Phases 2 and 3 and completing any other preparatory steps as noted in Phase 3. This ensures the installation, configuration and training proceed smoothly.

#### PHASE 5: TRAINING (END-USER, POWER-USER, ADMINISTRATOR)

This four-day course consists of three days of advanced topic training for Cypress Administrator(s), with one additional day of coursework tailored to knowledge workers (end-users) and power-users. Up to eight (8) individuals may participate in the advanced course.

## STANDARD COURSE

### DURATION

20 days

### OBJECTIVES

- Successful installation of ASG-Cypress
- Initial training for the Cypress Administrator(s) and auxiliary staff
- Successful “go-live” for ASG-Cypress
- Identification and definition of additional ASG-Cypress services (as needed)

### WHAT WILL BE PROVIDED?

- ASG-Cypress Project Management expertise
- ASG-Cypress Expert Consultant(s)
- Expert review of system and installation requirements
- Orientation and Introduction
- Training for Cypress Administrators, Power-Users and End-Users
- Successful installation of ASG-Cypress
- Guidance for post go-live projects and other integration requirements

### PARTICIPANTS

- ASG’s Cypress Experts
- Customer’s Cypress Administrator(s)
- Customer’s Cypress Power Users
- Customer’s Cypress End Users

### PHASE 6: INSTALLATION PREPARATION

During this step, the ASG-Cypress expert and your designated Cypress Administrator will review all detailed information collected as part of Phase 4 (Confirmation). During this phase, if additional assistance from ASG-Cypress experts is required, a follow-up Statement of Work (SOW) will be generated and provided to you for further consideration. The SOW may encompass additional training, customization, integration, etc.

### PHASE 7: FORMAL INSTALLATION

Your organization is now ready for the formal installation of ASG-Cypress. An ASG-Cypress expert will travel to your facility to install ASG-Cypress and conduct initial configurations for your content management and delivery system.

### PHASE 8: “GO LIVE”

During this phase, your ASG-Cypress expert will remain in close contact with your organization as you place ASG-Cypress into production and will assist you in monitoring progress and addressing issues as they arise.

### PHASE 9: ADDITIONAL SERVICES AND/OR TRAINING

Based on your specific requirements (e.g., integration with other applications, custom-developed workflows, additional end-user or advanced training), additional services and/or training may be conducted either at ASG facilities or on-site. At this point, the Statement of Work confirmed in Phase 6 may be invoked – or an additional Statement of Work composed to address more specific and/or newer requirements.

PHASE	PHASE 1 KICKOFF DISCUSSION	PHASE 2 REVIEW OF SYSTEM REQUIREMENTS	PHASE 3 ORIENTATION	PHASE 4 CONFIRMATION	PHASE 5 TRAINING
DURATION	2-4 hours	Variable	2 Days	Variable	4 Days
LOCATION / METHOD	Conference Call	Conference Call /Email	Onsite or ASG facility	Conference Call / Email / WebEx	Onsite or ASG facility
PARTICIPANTS	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts Customer’s Cypress Administrator Customer’s Power-Users Customer’s End-Users

PHASE	PHASE 6 KICKOFF DISCUSSION	PHASE 7 REVIEW OF SYSTEM REQUIREMENTS	PHASE 8 ORIENTATION	PHASE 9 CONFIRMATION
DURATION	5 Days	3 Days	Variable	TBD
LOCATION / METHOD	Conference Call / Email / WebEx	Onsite	Conference Call / Email / WebEx	TBD
PARTICIPANTS	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts Customer’s Cypress Administrator	ASG’s Cypress Experts

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