

This document defines identification, management techniques and related concepts which describe main generic phases of business activities related to “ELISH Consulting Services India Private Limited” India program management life cycle and outline related processes. This document also briefly addresses the multiple projects and other activities included in this program and their compounded benefits strategic alignment to Company’s strategic vision, objectives and goals.

About Elish Consulting Services IT – Software and Services Solutions Service Proposal

IT – Software and Services Solutions Service Proposal

- This SAAS (Software-as-a-Service) program will allow this initiative to reach a broader customers and clients across geographic regions and use these services for a low cost and highest possible quality business solutions.
- 6 Steps Implementation Methodology
A good implementation methodology ensures not only superior implementations, but also enable swift knowledge transfer to business users.
- 5 Steps SaaS Implementation process
- We didn't invent light bulb, just happen to know when & where to light it.
- We design our products and services where it makes sense and is needed.
- We use most innovative cutting edge technology and not afraid to take new initiative.

6 Steps Implementation Methodology

Ground Zero

- Pre-Implementation

ELISH team visits the client for understanding their business requirements and their need. A need for an IT Service model is identified after the initial study of existing business process or new change needed for the organization.

“99% of IT Services implementation fails because of poor requirement gathering.”

Ground One

- Business Process Study And Mapping

Implementation team members (ELISH and Client) would be responsible for understanding the current business need in detail to map the same in the proposed system.

Client will provide all the necessary information to the ELISH team during this stage. This phase can be handled functional area wise. Any relevant documentation would be shared with the ELISH team.

This would help in identifying gaps, if any, during the study phase and resolving them.

“If it’s not known what needs to be done, can never done.”

6 Steps Implementation Methodology

Ground Two

- Decide a Business Process

ELISH team will submit all required business requirement documents and project charter to their expert Architects. Modeling is strictly done by Business Architect and everyone else respects and follow the functional and technical recommendations proposed by ELISH Business Intelligence Architect team.

“A state of the art foundation makes all the difference whether is building or software”

Ground Three

- Workshop

Presenting the model/prototype. This thus depicts the translation of the user requirements onto the software and clearly highlights, areas that are within and outside scope. The users are required to validate the software model for all possible transactions. Recommended changes should be considered, reviewed and appropriately handled to ensure completeness of the model.

“Get what you see, if you don’t see, speak now, else you won’t get it at all.”

6 Steps Implementation Methodology

Ground Four

- FIT-GAP

During this stage the gaps between the proposed model and the user requirements would be identified. The resolution for the same could be an alternate solution in the system or a workaround. The entire details would be documented for future reference.

“A second chance to look at your needs is rare.”

Ground Five

- Conference Room Pilot/UAT

Client team validate the software model and may suggest changes.

An appropriate call on incorporation can then be taken, with mutual consensus. This serves to further validate the model with all the functional members / cross-functional members and managers who would actually use the same directly or in-directly (through reports etc).

This phase serves to smoothly hand over the ownership of the model to the customer. This is a critical factor for the success of the project.

“It’s a privilege to see yours dreams in reality.”

6 Steps Implementation Methodology

Ground Six

- Train, Use and Support

Work is only half done, if you still don't know how to do it yourself. That's why we consider training the utmost essential need for a client.

Elish team provide resources and help to perform an Audit, Usage analysis on software deployed. This helps client to calculate an exact ROI.

After the module has moved to the new application, the users should enter the transactions only in the new application.

Corresponding reports, MIS should be regularly reviewed and validated with actual documents. This serves as a further test and validation of the model. Some fine-tuning may be required during this phase as well.

Preparing Lessons Learned documentation provides future reference and established criteria and standards for a quality Industry Software Services Implementations for future work.

ELISH will keep calling you to check on you.

"It's a new beginning."

5 Steps Implementation Process

Step 1 - Analysis

In the Analysis Phase of the project a complete review of client business processes and system requirements is done. The key deliverable of this Phase is typically a Functional Requirements document. Key-User is asked to review and sign-off on this document prior to moving forward in the project.

Key events in the Analysis Phase are:

- Project preparation & planning
- Installation of Software at client site
- Key User Training
- Collection of all master and transactional data files
- Conduct requirement gathering interviews & workshops (may include walk-troughs of the product)
- Prepare & review of functional requirements



5 Steps Implementation Process

Step 2 - Design

In the Design Phase the implementation team will design & present how the system will be architected and implemented. The proposed system design will be delivered in the form of an Enterprise Design Document and accompanying software demonstrations.

An Implementation Proposal, including a project schedule will be presented to client steering committee members.

The client is asked to sign off on the Enterprise Design Document and Implementation Proposal prior to moving to the Development & Testing Phase.



5 Steps Implementation Process

Step 2 - Design

Key events in the Design Phase include:

- Conduct sessions with project team members
- Prototype user interfaces, screens and reports
- Finalize Data Migration & System Integration plans
- Prepare System Test Plan
- Prepare & Present the Enterprise Design Document to Project Team
- Prepare and Present the Implementation Proposal to client steering committee
- Sign off on Enterprise Design Document and Implementation Proposal
- Detailed Software Design & Build Plan Preparation



5 Steps Implementation Process

Step 3 - Configuration, Customization & Testing

In the Configuration, Customization & Testing phase, customizations to the existing product will be developed & tested by the implementation team.

If elapsed development time exceeds 3 weeks, development work will be divided into "Builds" taking 2-3 weeks.

Clients are asked to test each Build as delivered.

Key events in the Configuration, Customization & Testing phase are:

- Product Development – modifications to tables, forms, processing routines, and interfaces
- Implementation of product at client site (set up of system settings and business rules)
- Develop System Interfaces to other client systems
- Test User Training
- Build & System Testing



5 Steps Implementation Process

Step 4 – Deployment

In the Deployment Phase the system is fully implemented at the client site and all user training is completed.

Key events in the Deployment Phase are:

- Finalize User Documentation
- Finalize System Set-up
- Enter or migrate Opening Balances
- Enter or migrate Transaction History
- User Training
- Acceptance walk-through
- Go Live



5 Steps Implementation Process

Step 5 – On-Going Support

Once your system is deployed implementation team will be available to ensure that the business objectives are achieved, implemented features & functions are understood, and users are properly trained.

The first line of support will be experienced telephone support group.

Many new ideas occur once clients become familiar with the system and its flexibility.

Throughout the On-Going Support phase, we will be evaluating opportunities for optimizing and adding to the system already in place.

