

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 the client 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 authentic to their needs.

Once both parties have clearly accepted and understood the proposed project method, the 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 a client's organization.



Analysis & Design

At this stage, the client's information is analyzed. We use this to create the most authentic system configuration for their 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 the client to experience and interact with the system throughout its configuration.



Implementation

At this stage, an initial work package is created to include roles, permissions, workflows, portals and relevant fields. SmartSimple's Project Manager will then notify the client and walk them 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 the client to ensure all requirements have been met.



Go Live Training

This stage involves training the client under the role of a system administrator as well as an end user. The client is then introduced to SmartSimple's various methods of support: email, phone and Community Portal.

