calltower

HCS
Hosted Collaboration Solution

CallTower's CISCO HCS

IMPLEMENTATION GUIDE

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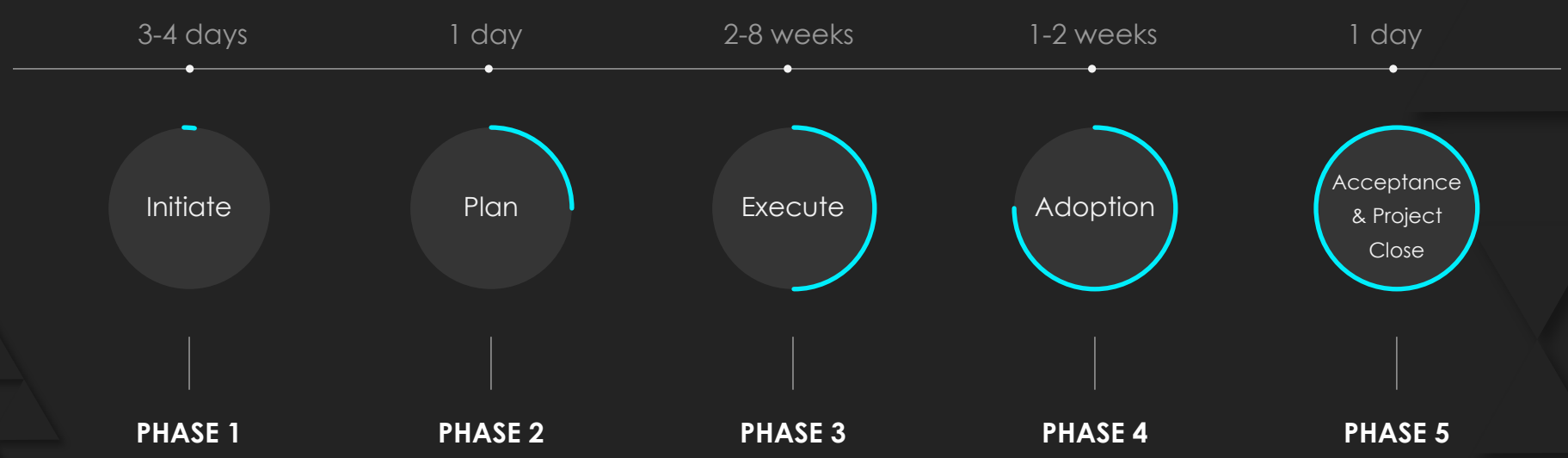
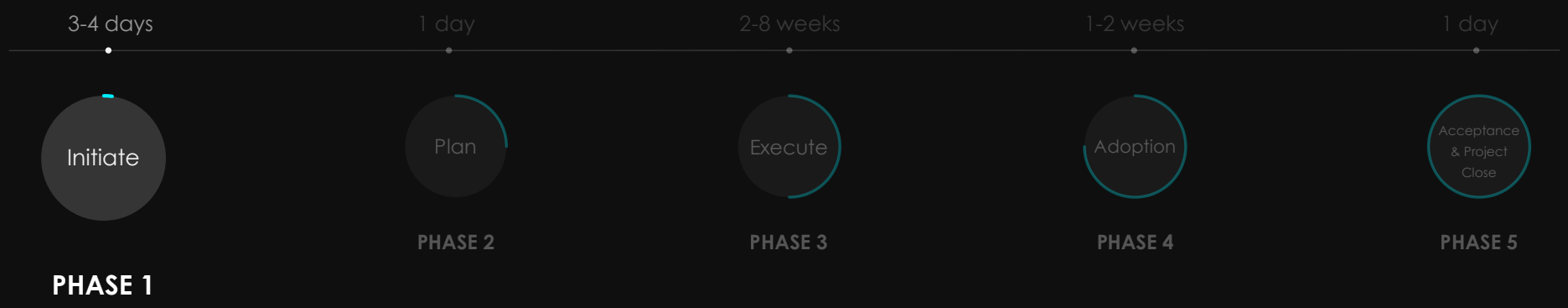
IMPLEMENTATION LIFE - CYCLE

AVERAGE TOTAL BUSINESS DAYS





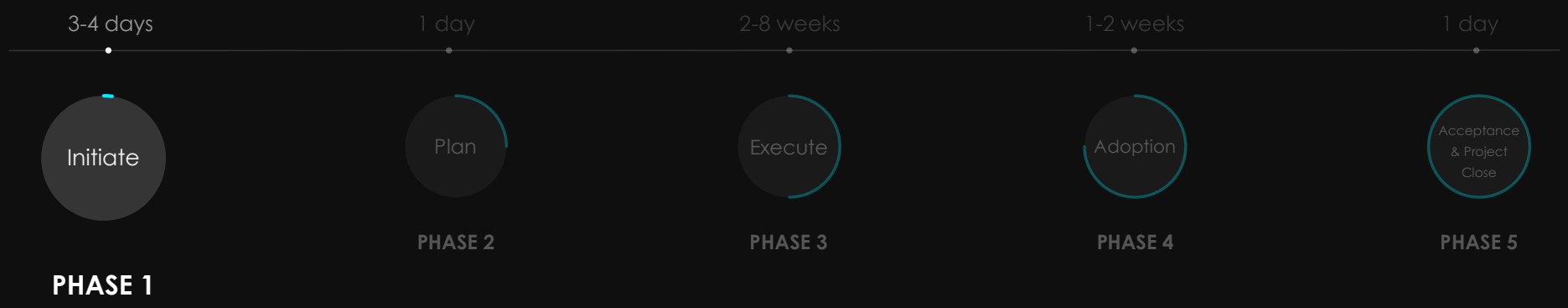
The first step of CallTower's Implementation process is to assign the customer an Implementation Project Manager (IPM) from CallTower. The CallTower Implementation Project Manager in charge of:

- Establishing clear Cisco HCS implementation expectations
- Ensuring success through execution and delivery aligned with established expectations
- The customer's experience through the process

The IPM's job is to hold your hand through the process – if you need any information or resources, they will be the person for the customer to contact. The IPM will be briefed by the CallTower Sales Team about the customer's current environment, as well as their purchased solution - **Cisco HCS**, business needs and the Customer Assessment form. This will ensure that the IPM will be able to anticipate your needs and understand your perspective and functions.

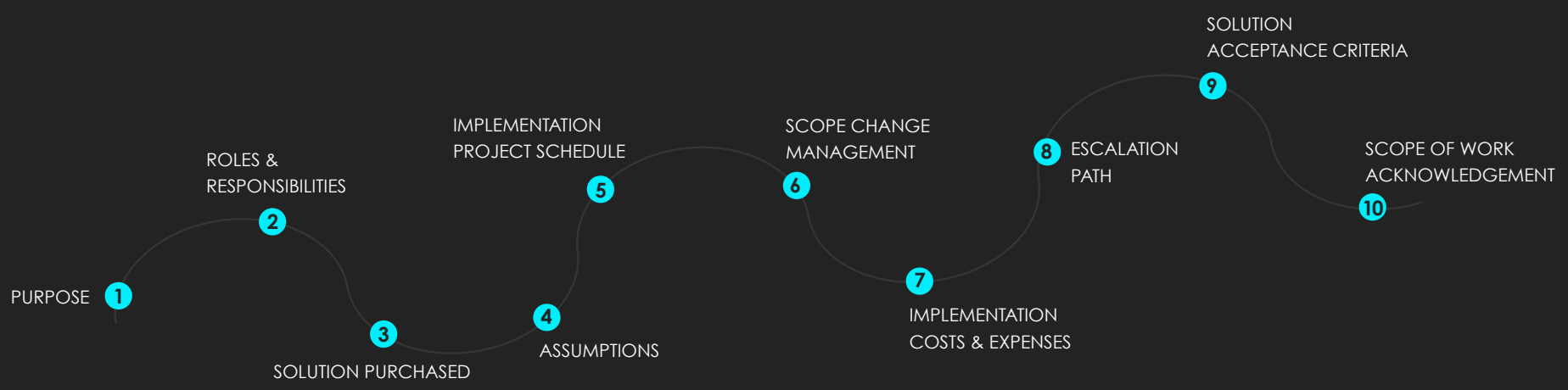
Once their IPM has been briefed, they'll create:

- Implementation Project Plan
  (see description below)
- Implementation Scope of Work (SOW)
  (see image and 12-step list below)
- Implementation Timeline

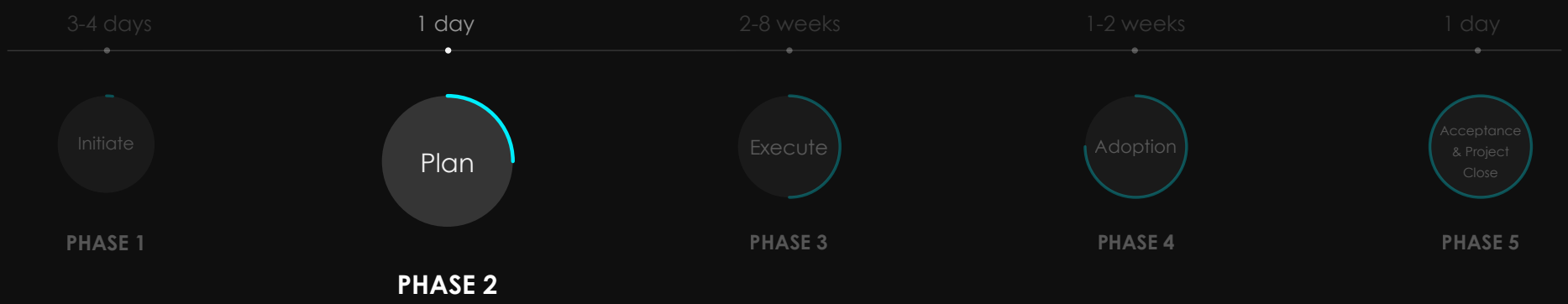


And they'll send an Introduction Email to the customer. Once everyone has been acquainted, the IPM will schedule the Implementation Project Kick-Off Call and the work will begin

IMPLEMENTATION SCOPE OF WORK (SOW)



PROJECT PLAN - CallTower IPMs build distinct Implementation Project Plans, unique to each customers' needs and environment, and vary by the solution and product(s) purchased. The Kick-Off Call typically occurs within 2-3 days after the Initiate Phase has completed.

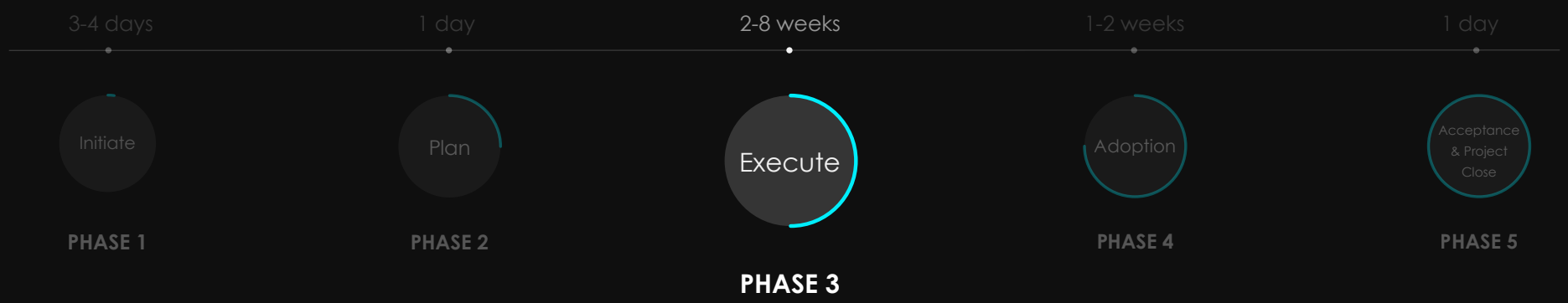


In many ways, the Implementation Project Kick Off Call is where the **CallTower / Customer relationship truly begins.** CallTower will introduce all the Key Stakeholders along with their roles and responsibilities. Once everyone is settled, the group will review the **12 steps of the Implementation Scope of Work (SOW)** and the Implementation Project Plan and Timeline.

A critical function of this Kick Off Call is for the customer to understand and agree to the SOW and Project Plan. This includes the both the **Solution and Product(s)** - in this case, **Cisco HCS** - to be delivered and the responsibilities, deliverables and the timeline of the entire Implementation Process. This is the point in the process where both parties should ensure the alignment of the customer's **needs and expectations.**

OTHER IMPORTANT FUNCTIONS OF THIS CALL ARE AS FOLLOWS:

- Establish the Communication Process/Plan
- Review Training Responsibilities, Due Dates, Resources, Etc.
- Commit to the Implementation Project Plan Timeline
- Review the Implementation Escalation Path
- Schedule Weekly Recurring Project Review Call

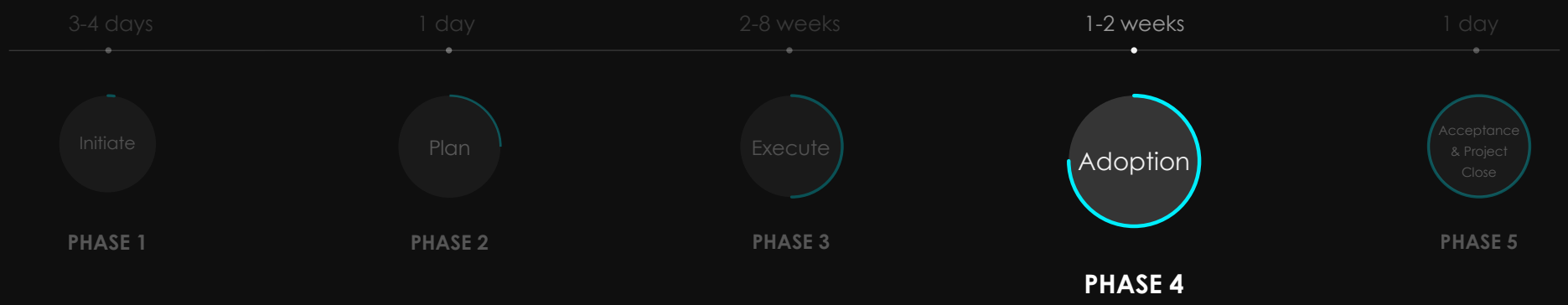


The Kick Off Call is complete, so it's time for CallTower to **order and facilitate the installation and set-up of their Cisco HCS,** required licensing and any additional features and services. In this stage, everything will be delivered and set up in its proper place. This process should function in a matter of time that aligns with the established Implementation Timeline. Within this process, CallTower will also be building users, call flows, and other important functions and designs in CallTower Systems. Once these functions have been completed, CallTower will be sure to **facilitate early Cisco testing and a readiness check with the customer.**

While CallTower is working hard on getting Cisco HCS implemented, the customer has plenty to do as well. Customers should be completing training segments on Cisco HCS during this phase. Also, customers need to ensure the completion of readiness work and any required changes to their network for this solution.

GO LIVE

Once the system has been implemented, it's time to Go Live. During this stage, **CallTower will be porting numbers** into **HCS** and completing the Post-Port Go Live Checklist. As this occurs, the customer will be assisting with onsite Go Live testing and verification. It's crucial to check all levels of functionality of the Microsoft solution.



OPERATE

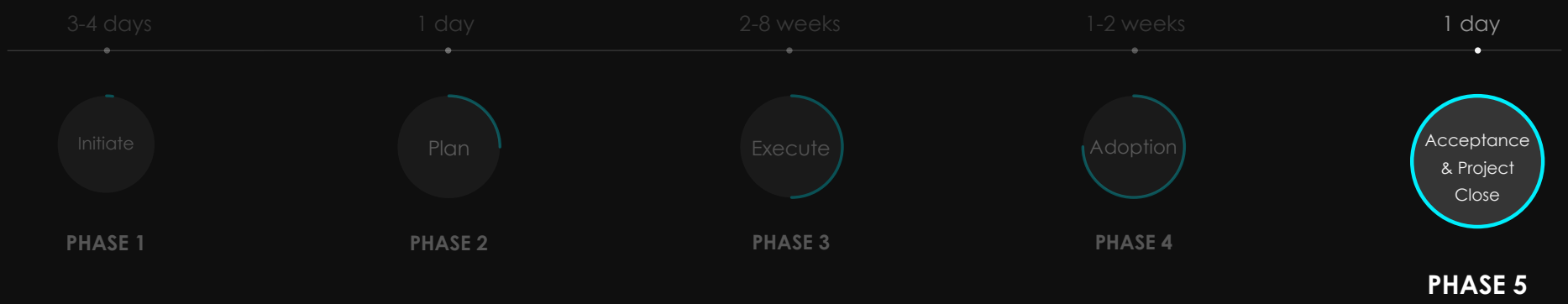
The customer is now up and running! Congratulations abound as the IPM and Customer Main Point of Contact (MPOC) communicate daily about the operation **Cisco HCS** within the new environment. These daily briefings should involve the MPOC reporting all issues or challenges to the IPM, who will create a working plan to address and/or resolve any outstanding issues or concerns. The MPOC should also identify and report any **HCS** user adoption issues or training deficiencies to be tackled with plans or Follow-Up Training. At this stage, the Customer's end-users should be fully utilizing Cisco HCS from CallTower. All services, features and functionality should be operating as designed.

OPTIMIZE

Now that **Cisco HCS** up and running, it's time for CallTower to ensure things continue to run smooth and steady. The Customer MPOC will assist with on-site activities, testing, verification and help to close remaining pending items and will report any outstanding issues. The IPM and the CallTower Team will work to finalize:

- Cisco HCS performance fine tuning
- Asses fine tuning changes and/or enhancements
- Follow-up training and user adoption challenges

The IPM will then schedule an "Acceptance & Project Close Call" with the Customer MPOC and any other parties as determined.



THE FINAL PHASE OF IMPLEMENTATION HAS ARRIVED:
THE ACCEPTANCE & PROJECT CLOSE CALL. DURING THIS CALL, THE IPM WILL PERFORM A NUMBER OF FUNCTIONS, INCLUDING:

- High-Level Implementation Review
- Review success criteria (Implementation SOW deliverables)
- Activate account with Customer Support department
- Ensure all services are submitted to billing

After this step, the account will be formally transitioned to CallTower's Service & Support Department with a review of Support Processes, Resources, Portal, KB and Support Escalation Path. Upon completion, all parties will review and accept the Implementation Project as officially closed and the Customer will provide an Acceptance of Implemented Services and Implementation Experience Feedback.
The IPM will then formally close the Implementation Project.

INTERESTED IN LEARNING MORE ABOUT CALLTOWER'S
CISCO HCS?

SCHEDULE A CONSULTATION TODAY!