

Project Milestone Summary



Phase 1



• Discovery

- Telephony information is gathered from your main site and any associated locations. Information may include:
 - Extension and user information
 - Carrier details (analog line list, DID's, etc...)
 - Call routing information
 - Auto attendant greetings and scripting
 - Device Counts
- LAN and WAN information is also requested. This may include:
 - Network Topology
 - Admin access
 - DHCP and DNS information
 - Email settings
 - Carrier & ISP information
- We will also look for inefficiencies in the current configuration and discuss your requests for new solution design.
- Tentative project timelines and schedules are discussed (schedules can change based on client, KCI or as carrier needs warrant).

Phase 2



• Design

- Information gathered in the Discovery phase is used to document a new system design.
- We will review the new design with your company and make revisions where necessary. Once final approval of new solution design is obtained, KCI will proceed to build phase.
- Network recommendations and design changes will also be covered during the design phase. Often times, the design of the local network, default gateway and VLAN's will be planned in accordance with best practices. KCI and your company will work together to design the network as required.
- Finally, any remaining change orders and product procurement (release) will also happen during the design phase.

Phase 3



• Build and Testing

- Any networking changes will need to be completed before the voice solution is delivered or deployed. Changes or network hardware installation (if included) will be completed. Pre and post testing will occur around the change in order to ensure systems are functioning at or exceeding pre-change performance.
- Depending on the location of the system (existing host, hosted or KCI provided server), KCI will deploy the system and build users, call routing and the remaining components of the solution. Remote access will be required (normally VPN) for KCI to remote support system when it is onsite during and after deployment.
- If possible, IP phones will be placed (for a period of time) side by side with existing phones (there may be limitations to this). This schedule will be determined by the projected go-live date. Deploying phones side by side serves two purposes: minimizing work during the "cut-over" and providing users an opportunity to 'try out' the Mitel phones before going live on the system.
- By the conclusion of this phase, users, call routing, auto-attendant routing & greetings, reporting/recording software and carrier services will be configured, tested and ready for go live.

Phase 4



• Training and Go Live

- As close to or on the cut-over day, KCI will train users before go-live. Typical pre-deployment training includes basic phone use (making, receiving, transferring calls) and voicemail access. The pre-deployment training is basic so that your company can continue to conduct business and gain an understanding of basic system functions. KCI will provide vendor and custom documentation specific for your deployment and device types.
- On the date of go live, KCI will manage the moving of carrier services and call routing to the KCI solution. KCI will have team members at your location(s) to ensure your business is able to communicate, answer any user questions or make system adjustments as necessary.
- The system will be deployed in its "base" format to end users. That is, users will have the ability to make calls, receive calls and access voicemail (either through the phone or voicemail to email). After one to two weeks, KCI will schedule advanced training on the UCA, AWV and other advanced features. Normally, training is done as "train the trainer", where KCI will deploy, test and train with your designated training staff, who will in turn deploy and train for the remaining users.

Phase 5



• Follow-Up & Support (45 Days)

- After successful deployment of the new voice solution, you will have a 45 day support period. During this time, minor adjustments to the call routing and overall system design, key and name changes, voicemail changes and other non-add on requests will be covered.
- Also during this time, administrative training (to manage day to day changes to the phone system), advanced feature training (train the trainer) will be completed. KCI will also require a 911 test from each location and an acceptance from your company. For any and all support needs during this time and after the 45 day support period, please contact support@kciteam.com or call 262.432.1001 and select the support type you require.