

Smart Communications Professional Services:

SmartSTART for SMARTCOMM™

From Inception to Production in Just a Few Weeks, Helping You to Scale the Conversation

Smart Communications is dedicated to the successful implementation of each of our best-in-class enterprise solutions. For those looking for a 'best-practices' framework model to implement SmartCOMM, SmartSTART is the best place to begin. On average, your SmartSTART is completed in just 6-8 weeks at which point you can expect to have a set of best practices and production-ready template(s) to launch your solution.

Designed to help enterprises digitize manual customer communication processes and scale interactive, on-demand, and high-volume batch production, this service offering focusing on helping your organization deliver a consistent, unified customer experience.

SmartSTART customers have streamlined implementation, improved adoption rates, and enabled business users to operate self-sufficiently from the beginning.

Your SmartSTART Implementation Package Provides:

- › 5-day instructor led core training
- › Requirements Analysis
- › Solution Design
- › Pilot Application
- › 2-day knowledge transfer workshop

Key Deliverables Include:

- › Project plan/Work breakdown structure
- › Solution Requirement Specification (SRS)
- › Solution Design Specification (SDS)
- › Configured SmartCOMM tenancy
- › Repeatable guide for easy template authoring
- › Content you can reuse on future use cases
- › Developed, installed, and fully tested application subset (documents) following best practices model
- › Working use case in live end-to-end deployment
- › Workshop and training to assist in seamless transition
- › Ongoing Integration / Implementation support if required
- › Smart Communications enterprise best practice model for continued success

SmartSTART will help your organization quickly establish a best practice and get you up and running fast.

After a SmartSTART implementation, your team will be:

- Enabled to lead rollout/migration of templates and subsequent integration (if required)
- Proficient in template development

SmartSTART – What’s Included?

	Hours
Pre-Inception Phase (56 hours)	
Project Preparation & Planning Workshops	16
Core Instructor Led Product Training	40
Inception Phase (88 hours)	
Project Kickoff and Requirements Workshop	08
SmartCOMM Solution Requirements Specification	40
SmartCOMM Solution Design Specification	40
Technical Configuration Phase (128 hours)	
SmartCOMM Tenancy Setup/Configuration	16
Permissions & Groups Configuration	16
Integration Support	40
Integration Testing Support	16
Single Sign-On Implementation Support	08
Data Model Configuration	16
Output Processor & Template Selector	16
Content Development Phase (80 hours)	
Template Development & Unit Testing (2-4 Templates, Stylesets, Layouts, Shared Content)	80
Stabilization Phase (64 hours)	
QA / Test Planning Support	08
QA / Test Execution Support	40
Solution Handover	08
Go-live Support	08
General Project Support Tasks (64 hours)	
Project Management	64

Total Hours - 480

The SmartCOMM SmartSTART brings together a variety of technical resources designed to enhance your implementation experience, including a Project Manager, Senior Consultant, Consultant and a Trainer. The SmartSTART includes 5 days of core training covering a range of topics including Data Modeler, Template Designer, Layouts and SmartCOMM™ Cloud Configuration.

Contact Us to Jump Start Your SmartCOMM
Solution Implementation Today at
contact@smartcommunications.com

