

**DRAFT
COPY**

Project Management

READSOFT[®]

If you ask us, projects are finished on time. But then, we've had a lot of practice.

Successful change requires commitment on many levels. ReadSoft expertise, experience and dedication are at your service every step of the way.

To ensure quality across our projects, we employ a team of strategic project analysts. These senior consultants coordinate local projects, review completed projects, and ensure that the same high standards in project implementation are achieved at all times.



ReadSoft Professional Services is a global team of professionals. We're committed to working with you throughout the design, implementation, and maintenance phases, when automating your unique document process. Combining our highly capable software with dynamic services will give you a powerful, reliable solution.

Global resources, local presence,
decades of experience

It is important to us that your ReadSoft process, once up and running, will satisfy your expectations in all respects: return on investment, efficiency, and job satisfaction. Equally essential is that projects are well handled in terms of timeliness, costs, results and management.

The work, whether encompassing a single project or several, is defined regarding scope, acceptance criteria, organization, milestones and risks. You will of course also be involved in selecting project managers, users, system administrators and process owners in your company.

Quality Assurance

Best practices

Years of experience and globally renowned methodologies for solutions and business processes as well as project management.

Milestones

Decision points and milestones continuously reviewed to ensure the project stays on track.

Benchmarking

In cooperation with renowned professionals we offer means to provide reliable forecasts.

Project Reviews

Prestudies, solution descriptions, project definitions, time plans and other project related documentation are reviewed.

Project Coaching

Experience, methodology and process knowledge are shared. Solution experts assist.

Project Appraisals

ReadSoft projects and delivered solutions are evaluated to help assess the final quality.

me, on budget, and according to specs.

Getting the project rolling

An initial workshop will show whether you are on the right track with a ReadSoft solution. Once that is settled, we continue to establish your present status, your requirements, and the contents of our offer.

For highly specialized requirements, you should customize your solutions in order to increase your productivity gains. Common examples of customization include incorporating business rules and validations, or streamlining the process of transferring information in to existing business systems.

Finally, a time plan for development, installation, configuration, system tests, change management, training, and quality assurance are defined in consultation with you.

Implementing your solution

The Project Implementation is the actual realization of the project. The first part is to design the solution in detail, write the code, and test. We make sure all units work together in a system test and document the solution and configuration for you. To keep you posted on how the work proceeds, we compile weekly progress reports.

Starting up your software solution

The second part of the Project Implementation is for our Solution Optimization experts to install and configure the system at your site.



Allocation of responsibilities

You, as a representative of your company

- Define and are responsible for expected benefits
- Finance and sign contracts
- Approve the delivery

Account Manager (ReadSoft)

- Evaluates, controls and is responsible for your expectations
- Signs contracts

Project Managers (Your company; ReadSoft)

- Responsible for, and shall carry out the project and its result, upon agreed definitions

Solution Optimization (ReadSoft)

- Installs, tunes, provides configuration assistance, and tests

Consultant (ReadSoft and/or third party)

- Designs any required customization

A project manager is involved during the whole Project Implementation stage to make sure we are on track according to the project time plan and to handle any changes. And of course you continue to get weekly reports on progress, adherence to schedule and budget status.

Seamless integration with your processes and systems

You are in production!

When we reach this stage your solution is up and running according to your specifications, and the project is finished. Only a few steps remain:

- Hand-over to ReadSoft support organization
- Final project report – finishes the project
- Acceptance



Getting everybody on the right track

Change management is always regarded as an integral part of our assignment and is handled either by ReadSoft staff or by one of our very competent partners.

Training focused on essentials

ReadSoft software is designed for ease of use. Users will learn how to handle any normal situation and how to find solutions in the Help. Administrators will minimize downtime, keeping the system up and running.

Ensuring continuity

As a part of our project process, vital knowledge and documentation is passed on to our support organization.

Supporting proactively

Our Support centers serve customers in all ReadSoft countries, ensuring direct access to solution competence in the local time zone and local language.

Register and monitor your support case via the Internet, and track the progress of your case in real-time. You also have instant access to supportive documentation through our Knowledge Base.

Additional support services

- Improving your software
- Boosting performance
- Delivering new functionality
- Refreshing and adding new knowledge