

AWD[®] Professional Services

AWD Integration Services Roadmap

AWD Integration Services helps tailor the AWD solutions suite to meet your specific business needs. By following this roadmap with every project, AWD Integration Services tries to ensure that your experience is as professional and rewarding as possible. Seven steps are involved in this process:

1. Determine the Need

When you determine there is a need to integrate AWD with an existing process or system, you contact AWD Integration Services via e-mail (awdprofserv@dstsystems.com). An AWD business analyst is assigned to work with you throughout the life of the project.

2. Define the Business Requirements

The business analyst contacts you within two business days. This is to assure you that your request was received and is being reviewed. The business analyst will then conduct one or more requirement gathering sessions with you. These sessions ensure your business need is properly understood. After the requirements are gathered and documented, the request is sent to a development team lead to create a proposed solution and an estimate.

3. Deliver an Estimate

The development team lead works with the business analyst to create a proposed solution. During this analysis you may be asked some additional questions. Once the proposed solution is created, the team lead generates an estimate for the effort needed. The business analyst delivers the formal request to you, complete with estimated effort for authorization.

4. Client Authorization

Once you receive the formal request, you can review the proposed solution and associated estimate. The business analyst helps resolve any questions you may have. When you are satisfied with the request, you authorize it with a signature and send it back to the business analyst.

5. Scheduling

Upon receipt of authorization, the development team lead schedules the project.

Projects are scheduled on a first-come, first-served basis. When the project is scheduled, the target delivery date is communicated to you.

6. Development

An AWD Integration Services programmer develops the project according to the specifications described in the request. If new requirements are added, another request or addendum may need to be created. The programmer works with the business analyst to test the project and prepare the documentation.

7. Delivery

When complete, the project is delivered to you. This may involve an onsite delivery and installation trip. The delivery package includes code modules and formal documentation. You are responsible for ensuring that the delivered project functions as described in your environment. A thirty-day support period is provided with every project. This support period assures prompt response to any testing issues you find during that period. For issues found after 30 days, a new request may need to be opened.

For more information on any AWD Professional Services solution, please contact us at awdprofserv@dstawd.com.



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