



## From inception to production in just a few weeks, helping you 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, 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 digitise manual communication generation 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 packages 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)
- 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
- Installed Appliance (if required)
- 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:

- Your team will be enabled to lead rollout/migration of templates and subsequent integration (if required)
- Proficient in template development

## SmartSTART – What’s included?

### Training and Discovery Phase

#### TIMELINE



Core Instructor Led Training  
 Project Kickoff and Requirements Gathering  
 Solution Requirements Specification  
 Solution Design Specification

Week 1  
 Week 2  
 Week 2  
 Week 2-3

### Technical Configuration Phase



Tenancy Configuration  
 Data Model Configuration  
 Appliance Configuration (if required)

Week 3  
 Week 3  
 Week 3

### Pilot Development Phase



Pilot Application Development – (2-4 Templates, Stylesets, Layouts, Shared Content)  
 Integration Mentoring  
 Unit Testing

Week 3-5  
 Week 3-5  
 Week 3-5

### Project Transition Phase



QA Test Support  
 Knowledge Transfer Workshop

Week 6  
 Week 7

### Role



Project Manager  
 Senior Consultant  
 Consultant  
 Trainer

113 hours  
 130 hours  
 139 hours  
 40 hours

**TOTAL**

**422 HOURS**

SmartSTART includes 5 days of core training covering Data Modeler, Advanced Template Designer, Layouts and the SmartCOMM™ Appliance or Pure Cloud Configuration

Contact us to jump start your Smart Communications solution implementation today at [contact\\_ps\\_nam@smartcommunications.com](mailto:contact_ps_nam@smartcommunications.com).



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