



## Terrific Technologies, Inc.

Proposal  
For  
Holiday Productions, Inc

**Prepared for:**

Joe Smith, President  
Holiday Productions, Inc

**Prepared by:**

Carl Quotebuster  
Terrific Technologies

**Prepared On: 12/19/2016**

Agreement #  
Statement of Work #  
Version #

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## Contact Information

### END USER

Company Name:	<b>Holiday Productions, Inc</b>		
Site Address:	1250 Main Street, Anytown, OH 10004		
Primary Contact Name / Title:	Joe Smith, President		
Contact Address:	1250 Main Street, Anytown, OH 10004		
Phone Number:	555-555-5555	E-mail:	joe.smith@Hpi.com

### PROVIDER OF SERVICES

Company Name:	<b>Terrific Technologies</b>		
Address:	123 Anystreet, Reston, VA 20194		
Primary Contact Name / Title:	Carl Quotebuster		
Phone Number:	317-555-1234	E-mail:	cquotebuster@terrifictech.com

### PROJECT MANAGER

Project Manager Name:			
Phone Number:		E-mail:	

## About Terrific Technologies



**Terrific Technologies, Inc.**

Terrific Technologies, Inc. provides total technology solutions focused on advancing your business and building your bottom line. TTI specializes in the following solutions...

- Business telephone systems
- Voice Over IP (VoIP) Communications solutions
- LAN and WAN technologies
- Business software applications such as CRM, database management and ERP solutions

At Terrific Technologies, we use technologies as the tools to build solutions that are specifically customized to your needs. More importantly, it's our know-how and patented discovery, design and implementation processes that enable us to provide solutions like none other.

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## Executive Summary

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**RED section is for internal use. Delete when section is completed!!!**

The smaller or basic boilerplate this section is, the lower your likelihood of winning the deal will be!

Make sure this section is focused completely toward senior executives and contains as little technical jargon as possible. This section should be focused on what you have found in your discovery sessions. It is vital that this section ties in specific customer needs to our solution.

If you have trouble making this section contain 5-10 paragraphs of customer specific detail you need to go back and review your notes.

Bullets and perhaps even a simple diagram are good in this area.

Try to include information on how our project connects to their business objectives at the senior level. A great example is if the CEO has stated objectives, this project should tie somehow into those objectives.

The Components of a good Executive Summary include:

- Background
- Journey
- Obstacles
- Solution
- Results

During the discovery process, we identified the following issues:

- Acquired companies are using different technologies
- Interoffice long-distance charges are too high
- Moving to a new location without current phone system
- Cannot process calls across multiple locations seamlessly
- No call center functionality
- Call center functionality is poor
- Current system out of support

We also identified the following needs and requirements:

- Quality of service prioritization
  - Data traffic monitoring
  - Coordinate / understand Telco requirements
  - Integration of phone system with CRM/ERP solution
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- Better vendor support

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## Proposed Solutions

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### Avaya IP Office

Avaya IP Office is the right choice for any small or medium business, regardless of size and the number of locations. This flexible solution provides your employees the tools to handle all of their business communications using the device of their choice—laptop, mobile phone, office phone, home phone, or iPad—and the connection of their choice over IP, digital, analog, SIP, or wireless. It delivers unified communications in a single compact solution with leading-edge capabilities that help your employees work better and serve your customers more effectively and efficiently.



*\*\* Depicted controller might not be configured for the server edition of IP Office*

Designed specifically for small and midsize businesses, IP Office delivers the collaboration tools you need, from basic telephony to the most sophisticated unified communications. An IP Office phone system helps you create your most productive mobile workforce, increase capacity and capabilities as your business grows, and gain business and customer service efficiencies. With Avaya IP Office, flexibility, scalability, and options are built right in:

- Grow from five employees to 2,000 (at a single site) and network up to 32 locations.
- Add video capabilities with the Avaya Flare® Experience and our Radvision Scopia® products.
- Deliver applications to everyone: mobile and office workers, receptionists, remote staff, and customer service agents and supervisors.
- Track, record, and report on calls to build optimal customer interactions.
- Deploy a hybrid solution. Use IP, digital, analog or SIP technology in any combination. IP Office can interoperate with more than 2 million Avaya systems worldwide.
- Combine IP Office with Avaya data networking products (with plug-and-play simplicity), security features, intuitive and centralized management tools, and affordable support services for a comprehensive communications solution.
- Scale cost-effectively as your business grows. Simply build on what you have, without the need to replace technology.

With more than 550,000 systems installed worldwide, IP Office is the leader in unified communications for small and midsize businesses.

#### Features and Benefits:

- **Collaborate without boundaries**  
Enable employees to stay productive and accessible even when away from their desks. IP Office mobility applications are easy to use and feature rich. Use IM, presence and geo-presence, full call control, and conferencing on smart phones, tablets, and laptops.
  - **Improve responsiveness to customers**  
Enable customers to quickly reach the right associates—whether they're in or out of the office. Integration with desktop applications (such as Microsoft Outlook or Salesforce.com), multi-layered automated attendants, and mobility applications help speed interactions and provide personalized service to customers.
  - **Keep up with growth**  
IP Office is the most cost-effective solution for growing businesses. Simply upgrade your software or add new hardware for capacity—keeping your initial investment intact. IP Office delivers both features and capacity (up to a 1,000 users on a single site).
  - **Get complete communications functionality**
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We start with a built-in, secure 128-party conference bridge. We add call recording, auto attendants, voice mail, and voice-mail-to-email integration. Move up to advanced unified communications capabilities for presence status, IM, mobile call control, conferencing, and more. Integrate with desktop applications and employee devices (such as smart phones and tablets).

- **Rely on resiliency**  
Take advantage of intelligent failover between sites. Or, for single location deployments, easily add a redundant server. Without the need for internal fans or hard drives, IP Office delivers a mean time between failures of 68 years.
- **Simplify system management**  
Manage multiple sites from a single interface. Use drag-and-drop system management tools. Give users the communications feature they need with applications designed for mobile, office, and teleworker employees.
- **Lower your Total Cost of Ownership (TCO)**  
IP Office lets you save with the most energy-efficient desk phones, a built-in 128-party conference bridge (if you're paying a monthly fee for conferencing, spend no more) and call recording. When you upgrade from Avaya MERLIN®, PARTNER® ACS, Business Communication Manager, or Norstar, save up to 60% of your original investment.

### New APIs and SDKs with R10

- **DevLink3:**  
DevLink3 provides an enhanced, real-time stream of all call events. The stream can be consumed by client applications and used to track calls throughout their lifecycle. DevLink3 supersedes the Delta2 record reporting used by the existing DevLink DLL. DevLink remains available in Release 10.0 to give developers time to transition their existing solutions. Avaya cannot guarantee that future releases of IP Office will continue to support DevLink. Developers are advised to upgrade their integration to DevLink3 as soon as possible.
- **Location API:**  
The Location API enables developers to build custom emergency services solutions that can update the dynamic location of an extension that does not have a fixed location, such as a WiFi Cordless phone. In addition, the API supports On-site Notification functionality, enabling solutions to receive notification of emergency services calls and to get information about each call, including the caller's location, from the associated Emergency Services Call Alarm.
- **Web RTC SDK API:**  
The WebRTC SDK includes a JavaScript API that makes it easy for Web developers to build WebRTC clients that can be registered as SIP endpoint devices at IP Office extensions. Users can initiate, receive and control audio and video calls from a Web page displayed in a WebRTC-compliant browser.

### Other new features and enhancements with R10

- Avaya one-X® Portal resiliency: Server Edition Select deployments support a backup Avaya one-X Portal server, providing resiliency for Unified Communication (UC) features.
- SIP endpoint resiliency: IP office now uses the same mechanism as is used for H.323 endpoints to provide resiliency for SIP endpoints.
- Centralized licensing: IP Office now supports fully centralized WebLM licensing for Server Edition and Server Edition Select deployments.
- ADI licensing: ADI licensing is not supported as of IP Office Release 10.0.
- Basic user licenses: Basic user licenses are no longer provisioned with Basic Edition, Essential Edition, and Preferred Edition, but are still required with Server Edition and Server Edition Select.
- T.38 Fax on Server Edition: T.38 Fax is now supported with Server Edition and Server Edition Select Linux platforms.
- Server Edition performance enhancements including up to 32 different music on hold (MOH) sources, improved packet capture logging, reduced RAM footprint, etc.

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## A Solution You Can Depend On

Everything included in an IP Office solution is designed to keep your communications at peak performance at all times: Due to advanced remote diagnostics capabilities and built-in resiliency, IP Office proactively identifies potential problems before they can cause an outage or business disruption. The system can be configured to notify the administrator of a system problem in a variety of ways, including email notification.

## Avaya 2400 Series Digital Telephones

The Avaya 2400 series adds several enhancements over previous generations of digital telephones. These include paperless button labeling, local call log and speed dial directories and streamlined styling consistent with Avaya IP telephones. There are currently three models in the 2400 series: the entry-level 2402 Digital Telephone, the mid-level 2410 Digital Telephone, and the high-performance 2420 Digital Telephone.

### Avaya 2402 Digital Telephone

The Avaya 2402 is a cost effective two-wire digital telephone, for many office applications. It is designed to complement the 2410 mid-level and 2420 executive telephones. The 2402 has a 2-line x 24-character display with two label-less call appearances, a Listen-Only Speaker, 10 Fixed Feature Keys: Conference, Transfer, Drop, Redial, Speaker, Message, Hold, Mute, Volume Up & Down, and Feature (to access 12 additional dial pad features). The 2402 is Hearing Aid Compatible, has a Message Waiting Indicator that flashes when ringing, eight Personalized Ring Patterns and is either desk or wall mountable.



### Avaya IP Office Essential Edition

The IP Office Essential Edition is the foundation upon which to build your IP Office solution. Providing the necessary call handling and routing functionality for IP Office, Essential Edition helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

Essential Edition provides the “must haves” small businesses need to enhance their communications with customers and colleagues and streamline their operations: one number access, caller ID, dial-by-name, automated attendants, conferencing, voicemail, and more.

#### Capabilities:

- **One Number Access**  
Provide customers and others with just your office phone number and have all calls ring simultaneously on your mobile phone, eliminating missed calls when out of the office or away from your desk.
  - **Dial By Name/Extension**  
Callers can easily reach the person they want to connect with by simply typing the name or extension on the phone keypad.
  - **Voicemail**  
A range of choices that enable staff to stay connected regardless of where they are. Retrieve voicemail messages from the keypad on any telephone, through the context-sensitive display on an Avaya phone, or via email (voicemail messages show up just like an email).
  - **Automated-Attendants**  
Program up to 40 automated attendants (maximum 6 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.
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**Benefits:**

- **Efficient call handling**  
Through touch tone prompts, quickly route customers to the right department to save your time and their's
- **Convenience**  
Enable callers to easily enter the name of the representative they seek for fast, personalized attention
- **24-hour access**  
Customized voicemail greetings for each member of your staff enables customers to feel connected even when you're not there

## Avaya IP Office Support Services

Business success can be highly dependent on the ability of employees to communicate effectively with one another and with customers. When unforeseen issues arise that disrupt the flow of business communications, support that is easily accessible, highly efficient, and delivered by properly qualified resources is crucial to already have in place. To meet those exact needs and provide peace of mind, IP Office Support Services are available in 8x5x5 and 24x7 options. To simplify budgeting and billing, one-, three-, and five-year prepaid contract services can be selected.

**Features and Benefits:**

Experience the following benefits that Avaya IP Office Support Services provides:

- **Comprehensive support offerings**
    - Rapid remote hardware and software support
    - Enhanced remote connectivity for quicker troubleshooting that is easy to set up and provides increased security
    - Technical expertise and quality assurance from the manufacturer
    - Simple pricing structure makes budgeting easy, accurate, and consistent
  - **Improved system performance**
    - Access to software patches and updates
    - Comprehensive support quickly delivered
    - Certified parts replacement options
    - Support specifically designed for your company's environment
  - **Added value**
    - Enjoy high-quality services at a competitive price
    - Rapid and seamless scale with a multitude of applications
    - Access to all major upgrades during the term of your support agreement to keep technology up-to-date
  - **Scalable**
    - Scale up to 1,000 users on connected systems
  - **Seamlessly transition licenses**
    - Avaya application licenses can be transitioned to centralized viewing and management with no additional support fees
  - **Quickly integrate new sites**
    - Sites can easily be added and coverage adjusted accordingly to adapt to changing needs
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## Schedule of Equipment and Services

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*Pricing excludes taxes and is valid until 1/18/2017.*

<u>Qty</u>	<u>Part Number</u>	
<b>Avaya Hardware &amp; Software</b>		
1	700476005	IP500 V2 Control Unit
1	700479710	IPO IP500V2 System SD Card MU-Law
1	700503230	AVAYA IPO R8.1 USER/ADMIN DVD
1	211801	AVAYA MAINT IPO 500 REM ALARMING W/ MNT CNTRCT
2	700417231	IPO 500 Phone 8 (Analog Ports)
2	700417330	IPO 500 Digital Station 8 (Maximum 3)
1	700289770	Power Lead for IP500
1	700429202	IPO 500 Rack Mounting Kit
1	267786	IPO R8+ Essential Eddition + LIC License_Only-RFA
<b>Avaya Endpoints</b>		
10	700381973	Telset 2402 - ROHS
<b>Avaya Support</b>		
1	271629	IPO RTS 8X5 - 500 V2 1YPP, MTC_Contract
<b>Miscellaneous</b>		
1	AL2500E01-E6	Avaya Ethernet Switch 2526T(24 port 10/100BaseT and 2 combo 10/100/1000/SFP ports)
1	GH6300CB4	Avaya ERS 2526T Express Parts 4 hours
1	AL2011013-E6	Avaya Console cable for use with Ethernet Switches and Ethernet Routing Switches. [EUED RoHS 6/6 compliant].
5	6430-17-20-205	Jabra GO 6430, Headset and Charging Cradle, Bluetooth Class 1, 300 Foot Wireless Range, Dual Microphone "Noise Blackout" Technology, Mobile/Soft Phone Support. Microsoft OC/Lync Certified.
5	6470-15-207-505	Jabra GO 6470 Headset and 2.4" Touch Screen with Base Unit, Charging Cradle, Bluetooth Class 1, 300 Foot Wireless Range, Dual Microphone "Noise Blackout" Technology, Desk Phone, Mobile and Soft Phone Support. Microsoft OC/Lync Certified.
1	48353-203	Chatsworth Rack 19" x 7', White
1	MDF	MDF materials
<b>Services</b>		
		<b>Installation and Design</b>
	Labor-Phone	Implementation & Design
	Labor-Advanced	Advanced Implementation & Design
		<b>Training</b>
	Labor-Training	User training

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<u>Qty</u>	<u>Part Number</u>	
		Phone set training for 10 users 1 classes, 1 hr/class, max 10 attendees/class
	Network Assessment	Network Assessment
		<b>First Year Support</b>
	PartsWarranty Support8X5	1st Year Parts Warranty 1st Year 8x5 Labor Support

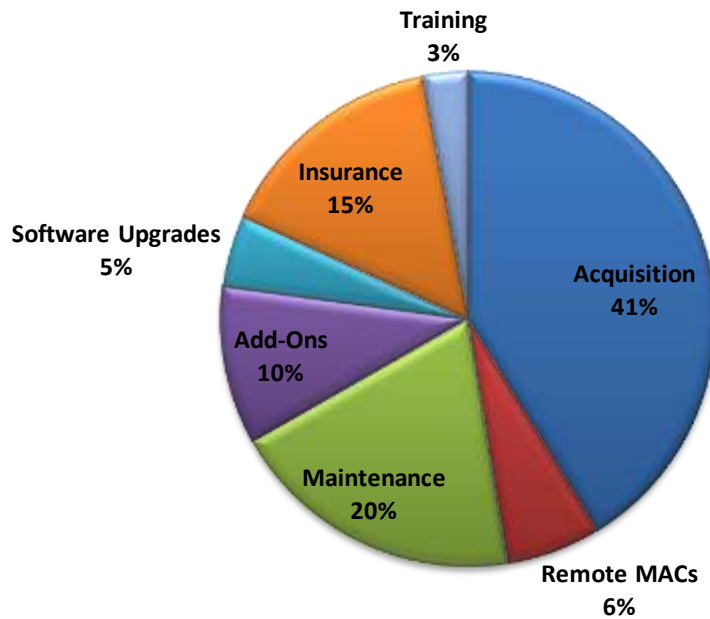
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## Managed Services Program

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The goal of our Managed Services Program is to provide full support of your company's communications needs in the future as well as today. We offer you access to a comprehensive service and support program called the Managed Services Program.

When you purchase or lease communications equipment, you assume the risks and responsibilities associated with ownership and operation of that system. The Managed Services Program considers all the costs associated with the operation of your communications system and protects you from the risks and uncertainties associated with ownership and management of advanced technology. Outsource your telecommunications to us and focus your attention on your business, secure in the knowledge your requirements for an effective telecommunications system are being met, both now and in the future.



If you purchase or lease a system, it is important for you to also consider all the costs to operate your system, not just the purchase price. In many cases these costs can ultimately equal or exceed the original acquisition cost, as the above chart illustrates for the proposed solution. With our Managed Services Program, you will know exactly what it will cost you to maintain, operate and expand your system. These costs remain fixed for up to eight years, regardless of fluctuations in the cost of equipment and labor, effectively ensuring your investment protection!

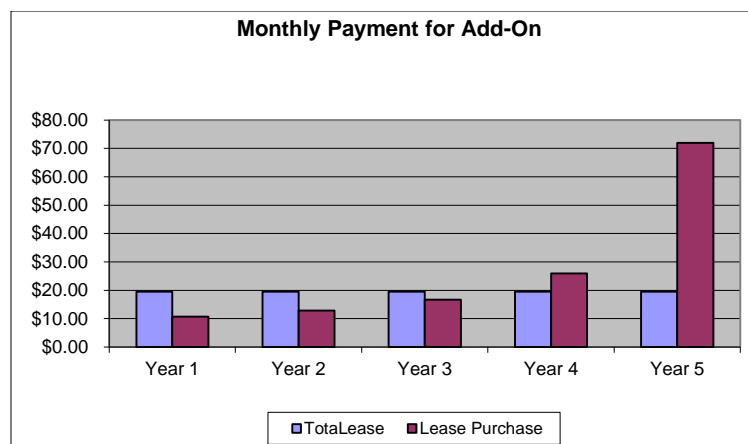
## Managed Services Program Benefits

### Full Service and Warranty

Your fixed monthly payment includes full service, parts and labor for the full term of your lease — and the renewal term. When you sign your Managed Services Program contract you know exactly what service will cost, without escalation, for up to eight years.

### Guaranteed Rates for Expansion

You are provided with a list of common expansion equipment that can be added to your contract, at any time, at a fixed monthly rate. The monthly rate, which includes all installation charges, maintenance and other Managed Services Program provisions, remains regardless of the cost of equipment, labor, interest or even the number of months remaining on your contract, for up to eight years. When you add conventional lease contract, the lease company will calculate the monthly rate based on the current interest rate and the term remaining on your contract.



This chart above shows the effect of adding a phone midyear in each year of your contract. For this example, the purchase price is \$413. In a traditional lease purchase, as the remaining term decreases, the payment added to your lease payment increases from \$10.77 to more than \$70 per month. The Managed Services Program fixed monthly rate is \$19.52. The Managed Services Program rate does not change even as the end of the term gets closer.

### Upgrade & Recast Flexibility

The day you purchase or lease a system, you lock yourself into that system's capacity and technology. The Managed Services Program protects you from obsolescence and the risk involved with potentially upgrading the system in the future as your company grows and market conditions or technology change. At any time after the first two years of the contract, should you need a new system due to growth or technological advances, you can upgrade to a new system with no payoff or penalty relating to the first contract. The first contract is forgiven in its entirety.

Should you wish to upgrade in the first two years, you will only be responsible for the difference between the payments you have made and 24 payments. This difference will be included in your new upgrade contract so there will not be any out-of-pocket expenses. In addition, should you elect to add a substantial amount of our equipment to your system; we offer the ability to recast your Managed Services Program to minimize the impact on your monthly payment.

### System Software Upgrades

Any time during the term of the Managed Services Program, you can request to upgrade to the latest production level of our advanced communications platform software at no additional charge. There is no limit to the number of times you can upgrade during the term or renewal period. This includes the communications platform software and the labor to install the software in the then current configuration.

**Risk of Loss Coverage**

On average an insurance policy charges over \$70 per month to insure a \$50,000 system. Additionally, all commercial insurance policies have deductibles. So, in many cases, you have no insurance at all. With the Managed Services Program, we assume risk of loss for the equipment and the software for the full term of your agreement. No additional insurance is required. You pay no deductibles in the event of a loss. This includes software viruses which no commercial insurance policy will cover. You will not invest your valuable time or money filling out insurance forms or dealing with adjusters. Your equipment, system or software is replaced immediately at our expense.

**Disaster Recovery Provision**

A current copy of your system database will be maintained off-site. Should you have a catastrophic loss, the system and software are immediately replaced under Risk of Loss and, with the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation as quickly as your environmental conditions permit.

**System Training**

What good is advanced technology if no one knows how to use it? With the Managed Services Program, we provide training on the use of your system to all of your employees throughout the entire term of your agreement. Any time you add new employees; or should someone just need a refresher course, simply pick up the phone and call us.

**Discounted Adds/Moves/Changes**

Additional discounts will also extend to changes you may want to make to your system that do not appear on the list provided on the Guaranteed Rates for Expansion provision.

**Guaranteed Renewal Options**

Upon completion of the Managed Services Program contract, you will be given the option to renew for an additional 36 months at 50 percent of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!

**Investment Option**

**MONTHLY TOTAL INVESTMENT ..... \$395.00**

**Cash Purchase vs. Managed Services Comparison**

	<b>Cash Purchase</b>	<b>Managed</b>
Purchase Price	\$12,795	
Monthly Fee		\$395
Agreement Period Months		60
Total Managed Services Payments		\$23,700
On-Site Maintenance/Support (24x7x365)	\$5,118	✓
<b>TOTAL AFTER 60 months</b>	<b>\$17,913</b>	<b>\$23,700</b>
<b>ADDITIONAL BENEFITS</b>		
Risk of Loss Insurance (at \$1.50 per \$1000/mo.)	\$1,152	✓
Insurance deductibles paid over 60 months	\$5,000	✓
Remote MAC Labor	\$1,919	✓
Software Upgrade Labor (assuming 1 upgrade/year)	\$2,160	✓
Unlimited Training (assuming 2 hrs training/year)	\$1,350	✓
Add-Ons (incl. maintenance & insurance)	\$4,267	\$3,555
Fixed Add-On Pricing	-	✓
No Penalty Upgrade to New Technology	-	✓
30% Move Discount	-	✓

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	<u>Cash</u> <u>Purchase</u>	<u>Managed</u>
50% Renewal Rate	-	✓
Flexible Recast of Finance Options	-	✓
Return on Available Cash (at 8%)	-	-\$5,118
<b>Cost of Ownership After 60 months</b>	<b>\$33,761</b>	<b>\$22,137</b>

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## Pricing and Assumptions

Pricing is based on details provided during meeting(s), telephone calls, and correspondence with Holiday Productions representatives.

Implementation pricing is based on one (1) continuous phased installation

Upon award of contract, a Statement of Work (SOW) will be required. The Statement of Work describes and defines Seller's requirements, Seller's responsibilities, Prerequisites and Conditions and Terrific Tech deliverables

Pricing is exclusive of all applicable taxes unless noted and is valid for ninety (90) days from the date of quotation.

Implementation activities/training will be performed during regular business hours (8 a.m. to 5 p.m. local time). The final cutover will be performed at a mutually determined time to minimize interruption and possible down time to the customer's operations. All work can be performed after-hours if required, but pricing may be affected.

All information provided by customer is assumed to be accurate and complete. Incorrect and/or incomplete information may cause changes in scope and costs to be required.

All configurations and specific applications as determined with End User are technically sound and are reviewed and approved by qualified, certified engineering staff.

If applicable, Terrific Tech will work with customer's IT group to design the data network to support V-LANs and QOS to deliver a functional Voice over IP (VOIP) solution. If Customer is providing the data switches, then Layer 3, commercial grade POE switches are required with CAT 5 or 6 cabling (installed to BICSI Standards) at the location for each IP Phone.

End User has been provided with all power and environmental specifications, server and client PC hardware & software specifications, LAN requirements and other pertinent information regarding the implementation of the equipment sold.

Project Management will be handled by Terrific Tech.



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## Comprehensive Ongoing Support - Terrific Tech Support Plan

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Terrific Tech supports Customers the way they want to be supported, with the products they have! Using Terrific Tech as your single point of contact for multi-vendor maintenance services increases your communication network functionality and reliability. The Advanced technical resources of Terrific Tech deliver fast, consistent support 24 hours a day, seven days a week, 365 days a year to help keep your operations running at peak efficiency. Terrific Tech supports customers the way they want to be supported, with the products they have.

### Advantages of Terrific Tech Services

- A single point of contact for efficient maintenance of multi-vendor environment
- Options that fit the parameters of your current staffing, operations, and expertise
- Expertise to maintain your communication system and vital business functions.
- Cost effective service / MAC rates.

### All Communication Service Offerings from Terrific Tech are backed by:

- The Communication Service Center (24/7)
- Field-deployed technicians
- In-House Inventory of Spares with National parts availability
- Implementation and Service labs backed by our Manufacturers Technical Support Centers.

### Terrific Tech Comprehensive Support Plan Plans include:

- 7x24x365 Service
- Priority Queue for Service and MAC Requests
- Priority Emergency Response - 2 hour or less Target
- Priority On-site Non-Emergency Response -16 business hour Target
- Out of Hours Support
- 10% discount on Billable services such as Move, Add, and Changes
- Unlimited Service Calls and Help Line Support
- **Repair or Replacement for Lightning Damage/Power Surge**
- Line Fault Isolation Coverage
- Operator or End-User Training
- Routine Remote Programming (Onsite work to complete anything started remotely is billable)
- Labor for Software updates (*with software assurance if applicable. Does not include any additional hardware that may be required.*)
- Remote telephone support to facilitate trouble reporting, problem diagnosis, and resolution and to answer your questions about product features and functions

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## Implementation Plan

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Upon receipt of approval for funding of the desired solution, Terrific Technologies, Inc. will assign an internal Design Specialist, DS, to manage the project. The DS will be responsible to work on behalf of Terrific Technologies to be the customer facing contact for Terrific Tech and interact between the customer and the Terrific Tech Implementation Team. The Terrific Tech DS will also assist in the process of gathering final programming information from the customer in order to facilitate a successful implementation for any solution.

The following are implementation steps that will be included in this project. A sample Project Timeline has been included in this proposal for your review as well:

- **Documentation & Data Review** - After contracts are signed we would immediately compile a job package with specific data regarding each phase of the operation. We then would have an internal briefing with the designated project team. This information, including: data network diagrams, specific client request, time-lines, working conditions, etc., would be disseminated to the entire team and tracked throughout the project.
- **Initial Client Meeting** – After our internal briefing, a client meeting would be held to review the entire scope of the project and clearly identify specific time-lines and work criteria.
- **Customer Programming & Data Switch Programming Assessment** – Time-line's for this (these) meetings stem from the initial client meeting and may need to occur with multiple departments to gather specific call programming information. This is also a very good time to present features/options to specific groups or users to fully utilize the robust features of the purchased solution.
- **Update / Assessment Meeting(s)** – Throughout the project it may be useful to have updates on project activities, time-lines and upcoming phases.
- **Training Sessions** – Training is customized to your specific needs and can be done by classroom, small group settings or individually depending upon each department's needs. Additional training is also offered within a few weeks of the final implementation to insure acceptance and understanding of the new system as well as bring any new employees up to speed. Optional Training for System Administrators is also specialized for you. Additional user training is always available.
- **Cut-over** – The exact time your new solution is officially brought on line.
- **Follow-up Training and Assistance** – The Implementation team will be on your site the next business day following the cut-over to insure a smooth transition and to assist any users with additional training and minor changes.
- **Further Review and Assessment of clients' needs** - Terrific Tech recommends a follow up assessment and possible training time for you. This insures that features purchased with the original investment, are being utilized to their fullest extent. It also allows your staff to have time to identify any changes that may further improve the Implementation.
- **Final Post Cut-over Meeting** - At this time we will have a final sign-off of the project/phase as contracted and move into the system warranty phase.

## Project Timeline

<b>Customer Name:</b>		<b>Holiday Productions</b>		
<b>Requested Installation Date (Cut Date):</b>		<b>12/21/2016</b>		
<b>Task</b>	<b>T - (Cut Date)</b>	<b>Responsible Party(s)</b>	<b>Due Date</b>	<b>Comments</b>
Telco Orders Placed (If Customer Ordered, Supply Copies)	-30	End Customer	11/9/2016	
Current Network Diagram	-15	End Customer	11/30/2016	
Current Network Info	-15	End Customer	11/30/2016	
Equipment Order Date	-15	Terrific Tech	11/30/2016	
POE Switch Deployment	-13	Terrific Tech	12/2/2016	
Telco Confirm Router Configuration	-12	Terrific Tech	12/5/2016	
Telco Confirm Router Configuration	-12	Terrific Tech	12/5/2016	
System Data Gathering Customer Meeting	-10	Customer & Terrific Tech	12/7/2016	
Customer Floor Plan Received	-10	End Customer	12/7/2016	
Pre-Install Network Assessment Date	-10	Terrific Tech	12/7/2016	
Import Spreadsheets Complete	-10	End Customer	12/7/2016	
Network Assessment Passing Score	-7	Terrific Tech	12/12/2016	
Network Configuration Complete	-7	End Customer	12/12/2016	
Power Requirements Met	-7	End Customer	12/12/2016	
Environmental Conditions for Customer Site Met	-7	End Customer	12/12/2016	
Environmental Conditions for Customer Site Met	-7	End Customer	12/12/2016	
Equipment Delivered to Customer Site	-5	Terrific Tech	12/14/2016	
Network Configuration Verified	-5	Terrific Tech	12/14/2016	
Telco Delivery Date	-5	End Customer	12/14/2016	
Cabling Complete	-5	End Customer	12/14/2016	
Change Order Freeze (5 working days prior to cut)	-5	End Customer	12/14/2016	
Software/Programming Freeze (5 working days prior to cut)	-5	End Customer	12/14/2016	
Go/No Go Decision Date	-5	Customer & Terrific Tech	12/14/2016	
System Installation & Programming	-3	Terrific Tech	12/16/2016	
Remote Access	-2	End Customer	12/19/2016	
Designated User Training	-2	Customer & Terrific Tech	12/19/2016	
System Performance Test	-1	Terrific Tech	12/20/2016	
Operator Training	-1	Customer & Terrific Tech	12/20/2016	
System Cut Over	0	Terrific Tech	12/21/2016	
Post Cut Over Support	1	Terrific Tech	12/22/2016	
Delivery & Acceptance	1	Terrific Tech	12/22/2016	
Turnover to Service Department	2	Terrific Tech	12/23/2016	
Post Install Network Assessment	10	Terrific Tech	1/5/2017	
<b>Customer</b>			<b>Date</b>	