Our Rollout Approach, an Alta Information Services White Paper

This whitepaper outlines the Alta Information Services approach to a typical technology rollout.

We will clearly outline how using an experienced rollout company such as Alta Information Services can significantly lowers overall project costs, save headaches and achieve your important technology rollout project on time and in budget.

With any technology rollout company you choose, the challenges are always the same. The balancing act is always between cost, quality, scheduling and coordination. It is this complex orchestra of scheduling technical events that leads to success.

You always have a timeline and deadlines to meet and missing individual dates can be damaging to your customers (internal or external), damaging to your reputation and/or simply to your business. You often times need multiple sites done per day/week and most complex of all, these are in very different parts of the country at different times, with access issues, circuit delivery coordination, hardware, software, wiring or low voltage cabling considerations, electrical and general coordination efforts required with multiple technical entities.

You want to choose a company that understands these issues and how to coordinate them. You want to be sure they have *experience with these projects* and understand them. You want to choose a partner that can help your business thru the numerous complexities and nuances of technology rollouts. Alta Information Services is that company. We have the depth, experience, track record and knowledge you seek. This White paper will outline some of the ALTA differences you should consider.

The Alta Information Services Difference:

Centralized Project Management Suite (INFO-TRACK): Alta Information Services has designed the INFO-TRACK project management tool just for these types of projects. Info-Track is a web- based software portal /tool allowing multiple party accesses to critical project notes for every site. As a customer you can log onto the tool from anywhere you have internet access, pull up individual site information and see exactly what is going on in real time, enter notes, share notes, and look at details and project progress.

Dedicated project management/project teams:
Entrusting your rollout to larger services organizations that have multiple projects and thousands of customers can result in the situation that your project is not getting the attention it needs and deserves. You want that one on one, personal feel to the teamwork that your project deserves. The other difference is shear cost. Larger service organizations that do rollouts typically do them as a by-product of other functions and don't put the same focus or attention on your business that is deserved. At ALTA, this IS our core business.

Proven, track record of successful rollouts:
Alta Information Services has a strong track record of performing numerous complex nationwide technology rollouts. Our project managers understand the complexity of the rollout, the strategies to success and have honed very specific skills in understanding how to get multiple things done in concert with others. The rollout skill set is thereby a very specific one indeed.

Technician Depth/Quality Assurance: Alta Information Services has over 3,500 independent nationwide trained and certified technology technicians in our system. With all of the projects we perform, we insure all technicians assigned to particular sites/installations are fully briefed, trained, certified and capable of performing all the necessary requirements of the rollout prior to scheduling the actual work. These technicians are constantly being engaged by us for other projects almost on a daily basis and we have a history and complete confidence in them. This is the difference of attempting to do this "in house", each of our technicians are continually graded and ranked in each geographical area according to their performance and this system assures you get the best of the best. Over the course of time, this has allowed us to maintain a stable of very dedicated, highly capable, cream of the crop technicians that you can trust.

What Kind of Technology Rollouts can we perform? Alta can perform most types of nationwide IT/Telecommunication or technology rollouts. Voice equipment rollouts, data equipment rollouts, software rollouts, printer rollouts, wireless LAN rollouts (802.11x) , point of sale (POS) equipment rollouts, digital signage rollouts, low voltage cabling rollouts, site surveys, service or maintenance rollouts. Perhaps you are deploying a new wide area network (WAN) to multiple Locations (for instance an MPLS network upgrade) and need routers/switches installed and demarc extensions done, contact us, we can help.

How many sites can Alta Information Services handle? Whether you have 10 locations or 10,000, we can perform this work for you. Our approach is always the same; we begin with proper planning and procedural scope of work (SOW) definition with you to define, step by step, the correct installation procedure.

Our Approach:

The following is a short description to the Alta approach to a "typical" technology rollout.

Understanding the project:

There are many factors in understanding your rollout project here are a few to consider:

- ➢ Is this a voice, data, POS, WAN, signage or other technology rollout?
- ➢ What is the schedule?
- ➢ Do you have a detailed scope of work (SOW) document constructed?
- ➢ Do you need us to assist you with your scope of work?
- ➢ Is their equipment de-commissioning required as part of the project?
- ➢ What is the plan for this activity? Will the technicians be boxing and returning old equipment somewhere as well?
- ➢ Have you considered trial sites yet?
- ➢ Where are the sites and how many are there?
- ➢ Have you considered doing site surveys?
- ➢ Are site surveys necessary?
- ➢ Can you share with us a sample if so?
- ➢ What are the specific working hrs allowed at each site?
- ➢ Are their special technical requirements necessary by the installation technician?
- ➢ Is their wiring or cabling requirements at each site, and how much?
- ➢ Are their special access instructions?
- ➢ Are multiple visits required at each site?
- ➢ Are their other partners/entities involved, who are they, what is their role?
- ➢ Are their any special instructions to turn up the new technology? (For instance coordination with your internal or external helpdesk/Telecomm service providers/provisioning?)
- ➢ Have you considered your options for staging, configuration and shipping the technology equipment to each site?
- ➢ What is the budget for each site?
- ➢ etc…

Types of Deployment:

Once we understand all the details of the project, our team can begin to understand what is involved and formulate our approach, proposal and pricing.

Dependant upon the types of resources needed (internal and external), the complexity, the locations of the sites, the schedule and technical requirements of each site, we will work with you to plan the best approach.

Categories of installation: Their may be different categories of installations *within* the overall project to consider and to align resources to, for instance:

Examples of rollout types:		
Rollout category	Description	Hrs on site required
A	Site Survey	4 hrs
B	Demarc Extension, router installation	2 hrs
C	25 Cat 5 Cable drops, VOIP System installation, desk sets deployed	2 technicians for 2 days, lift required

➢ We may take a site by site, individual technician approach to each site approach to the site, dependant upon the complexity of the project, the geography, the schedule and other factors.

➢ We may take a regional approach to the project, designating and assigning numerous sites in a geographical area to specific teams of partners. This simplifies the aspect somewhat, but also may introduce travel charges and/or per diem into the equation

We may take a blended approach of the two. We have many years experience with both.

Site Survey Considerations:

We believe with any technology rollout, the site survey can be the most vital component to success. Alta has a particular history of success with nationwide site surveys. We can assist you and your staff with all necessary documentation definition, procedural and scope of work (SOW) clarity and execution of your site survey prior to actual rollout. *(See additional Alta Information Services White Paper Posted on this site)*

Staging:
Have you considered all the specifics around staging? Are there individual site shipments, special configuration, or registration requirements of the technology you are deploying? Is their asset tagging requirements of the equipment? Alta Information Services has years of experience of performing all of these functions for previous rollouts we have performed.

Circuit Considerations:
Alta Information Services has the experience you need coordinating with telecommunications service providers that might be required with your project. The project may involve communicating with a telecommunications service provider's installation, test/turn up or provisioning helpdesk. We have the experience necessary to perform these types of functions.

Wiring and Cabling: Special cabling or electrical will add some degree of difficulty and costs to rollouts. Sometimes there are inside, outside plant, or fiber needs that have to be considered at each site. Every site is different. Sometimes it requires move, addition, changes (MAC) experience to do what must be done. Sometimes what needs doing can be performed by the same technician, sometimes multiple technician partners with different disciplines need to be scheduled. Often times, this is an after-thought. The Alta difference is that we can help guild you thru your options with this critical component.

Follow on Maintenance/Service/Support: In choosing Alta Information Services for your rollout, you can rest easy that we can perform the 24/7/365 follow on support necessary to maintain your deployed equipment. Service and support is a core business function at Alta. Your dedicated project team will have a distinct view into what has been done at each site, the documentation built to maintain it and it's special requirements. Multiple partners are minimized, less time and money is spent on after installation support by utilizing ALTA for these functions as well.

Invoicing: At Alta Information Services, we pride ourselves on flexibility in billing and invoicing for your special project. We realize that you run a business, and are capable of negotiating a sensible invoicing schedule.

Contact us today at www.altainfoserv.com for more information on your technology rollout:

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