



Bitnamic



Customer/You

Initial contact (telephone / e-mail / video conference)

- Assessment of fulfillment of requirements Communication of key data and requirements
- Brief presentation of our software solution Arrangement of demo appointment
- Arrangement of demo appointment Arrangement of demo appointment

Demo (video conference / on site)


- Live presentation of our software solution
- Assessment of the status quo, objectives & scope Assessment of the status quo, objectives & scope

Coordination + quotation

- Quotation
- Commission

Optional: Testing phase



- Defining the testing scope:
 - Corporate divisions
 - Use cases
 - Participants
 - Platforms
- Internal organization of the testing phase
- Coordination with the IT department
- Pre-tests in corporate environment Pre-tests in corporate environment
- Kick-off / Trainings
- Activation of the test accounts
- Support during the testing phase 
- Regular feedback Regular feedback
- Final evaluation, needs assessment & defining the scope of supply Commission



Option A: SaaS

- Defining the users
- Activation of the SaaS accounts

Option B: Dedicated - Preparation of the system

- Provision of content for customizing (graphics, texts...)
- Customizing / Branding
- Server setup (based on hosting)
- System configuration
- Preparing for store publishing
- Server setup (based on hosting)

Option B: Dedicated - Rollout

- Store Publishing
- Kick-off / Trainings
- Activating the accounts

Maintenance

- Updates
- Support
- Feedback

Optional: Project development

- Kick-off, project meetings...
- Module developments, integrations...
- Kick-off, project meetings...

