

The ComNet Critical Path to ICT Deployment Success

Through years of successful business technology design, installation and management, the **ComNet** team has learned that you are not just buying equipment when making a business voice and/or data technology purchase, you are establishing a mission critical business relationships (partnership) with the contractor. Due to the many options available in today's information and communications technology space and the complexity of the technology, it is important to partner with a local contractor that has the experience and developed the systems and processes required to successfully install, implement and manage your ICT infrastructure and network.

A unique element in the **ComNet** value premise is the **ComNet** Critical Path to ICT Deployment Success that has been developed over years of successful and not so successful system and network installations. We have learned so that you don't have to. Listed on this page are the three key elements of the ICT deployment process and the mission critical functions under each element.

Expectant Customer Expectations - Pre-cutover Process Functions

Outlined here are the key elements of the **ComNet** critical path to ICT deployment success that relate to post-sale, installation, implementation and other pre-cutover functions.

- Order Processing
- Project Assignment
- Telco Authorization/Order
- Customer Planning Meeting
- Equipment Ordered/Received
- Hardware Installation
- Database Complete
- Cable Distribution
- Progress Meetings/Reports
- Program Software
- Device/Phone Configuration
- Application Configuration
- Benefit Implementation
- User/Operator Training

Expectant Customer Expectations - Cutover Process Functions

Identified here are the key elements of the **ComNet** critical path to ICT deployment success that focus on system and network cut-over day support functions.

- Final Performance Test
- Installation Checklist
- Station (Device) Detailing
- Cutover Promotion/Notification
- Seamless Cutover
- Cutover User Supervision
- Change Order Management
- Customer Acceptance (Final Payment Due)



Expectant Customer Expectations - Post-cutover Process Functions

Highlighted here are the key elements of the **ComNet** critical path to ICT deployment success that focus on post-cutover, wrap-up and evaluation functions.

- Installation Clean-up
- Punch-list Check-off
- Performance Analysis
- Software Stabilization
- Application Implementation
- ICT Staff Orientation
- System Documentation
 - System Validation Review
 - New System Service Guide
- Users/Operator Support
 - User feedback and endorsement
 - Advanced user special application user support
 - Directory development if required
- One Week Follow-up
 - Testimonial Letter
- One Month Follow-up
 - Network Cost Audit

