

Installation and configuration of FNT Command

Personal coaching during rollout phase

Proven methodology for efficient system deployment

Expert support from experienced project managers

FNT ValuePack Start-Up Package FNT Command

Expert Support for FNT Command Rollout Based on Your Individual Requirements and Needs

The introduction of new software, such as FNT Command, is an important basis for professional management of the networks and infrastructures required to provide high-quality IT services. Alongside the need to modify in-house processes, correct system installation and configuration are core challenges. Proper preparation and training of employees are likewise key factors for the acceptance and efficient use of a system within any organization.

To ensure structured rollout, FNT ValuePack Start-Up Package FNT Command bundles all the services needed for fast and successful installation, configuration, and deployment of FNT Command in your business. Which-ever service options you select, an expert FNT contact person will support you step-by-step throughout each project phase. You can thus be sure of achieving your objectives and obtaining a fast return on your investment.

The field-tested Fast-Track-to-Value methodology underpins the rollout process and provides best practice support in accordance with your individual needs.

STRUCTURED PROJECT INITIATION

All key details are discussed with the project participants in a personal meeting at project commencement. Core decisions are made, the contact persons on both sides are designated, and a binding timetable is laid down. Milestones are also agreed to help track progress toward project objectives. In addition, the hardware and software installation requirements, including access rights, are defined. Depending on the service option selected, all aspects relevant for the base configuration of FNT Command are also addressed as part of a workshop held at your site.

ANALYZE

SCOPE

DESIGN

PREPARE

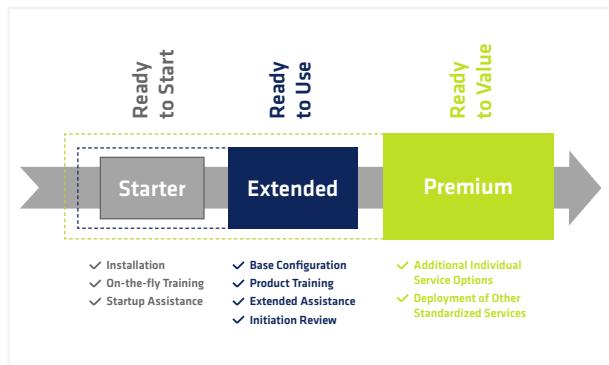
IMPLEMENT

GO LIVE

OPERATE



A standardized approach based on many years of project experience ensures that all conditions are met for successful deployment of FNT Command, regardless of the selected service options.



Overview of services around FNT Command rollout

SYSTEM INSTALLATION AND CONFIGURATION

When all installation requirements have been agreed and the associated physical infrastructure has been made available to FNT's experts, the live system is installed and functional testing performed. This is followed by customer checks and acceptance testing. Base configuration of FNT Command for the different users, groups, and roles is the next task, including setting up the main zone structure and sample documentation of a switch cabinet. With the "Extended" option, the services provided are supplemented by an individual configuration concept, with the specific requirements of your company being analyzed and mapped accordingly. In addition, component validation with subsequent integration of additionally required components from the CI Library is performed and an additional integration system installed as a test environment. Finally, FNT's experts provide support for a sample data import session from any chosen source format and assist with checking correct assignment of the data.

TRAINING

A good understanding of system operation, its capabilities and the product itself is essential for efficient deployment of FNT Command. This knowledge can be acquired by your organization during on-site installation and configuration. With on-the-fly training, FNT's experts pass their knowledge on to your employees and give them a good grounding in the system in the context of your specific deployment scenario. The "Extended" option includes courses on FNT Command basics and administration for up to four employees at

one of our training centers. Alternatively, we can deliver training at your site. In order to allow maximum flexibility when selecting training modules, it is also possible to agree other training courses of equivalent value.

START-UP ASSISTANCE

After successful installation and configuration of the system, you will receive professional support during initial deployment of FNT Command. Over a selectable period of time, your specific questions and requirements will be answered competently by our experts. This service also includes minor adjustments to FNT Command via remote maintenance access if you need urgent help and are unable to make the relevant changes yourself. Furthermore, the option "Extended" of the FNT ValuePack Start-Up Package FNT Command includes a provision for local on-site support to ensure that you receive maximum assistance and your investment delivers the desired benefits as quickly as possible.

REVIEW WORKSHOP

As part of the "Extended" option, a workshop will be held jointly with your customer advisor. The expectations are compared with the results achieved and any remaining questions or need for further adjustments to the base configuration are discussed and resolved. If necessary, individual configuration parameters are adjusted in accordance with your wishes. The result is a fully functioning system, which has been configured in line with your specific requirements and wishes and is ready for operational deployment.