



SAXOTECH Services Implementation

PRODUCT DATASHEET

A SAXOTECH implementation is a collaborative process involving SAXOTECH and the customer. It is divided into stages, from initial concept to post-go-live follow-up. Each stage begins with a full understanding of the requirements of both SAXOTECH and the customer and ends with each party agreeing those requirements have been fully met. Because every part of a SAXOTECH project follows the same process, customers can be assured of a complete and on-time installation. Upon completion of the project, SAXOTECH will provide the customer with a solution description.

Project Management

Project management is the core of the SAXOTECH installation. The project begins with an internal kickoff meeting to define the project and exchange the required information. After this meeting occurs, an onsite kickoff meeting takes place with the customer's project team where the project schedule is created. Project managers are responsible for managing the project resources and communicating project status with the stakeholders and the customer project manager.

Solution Implementation

A SAXOTECH implementation is a cooperative endeavor involving both SAXOTECH and the customer. No two publishing organizations operate in the same way and the SAXOTECH solution offers many different options. After

analysis and discussion, the customer is shown how to implement the system in a way that best serves its needs. Naming conventions, styles, etc. are set up with the end user in mind to make for a more streamlined, successful implementation, training and go-live.

As an alternative to a tailored solution, SAXOTECH offers "turn-key" solutions based on industry standards and best practices. These solutions are built to provide proven SAXOTECH functionality while reducing the time between project initiation and go-live.

Training

SAXOTECH training is targeted specifically to meet individual customer needs on a project basis. SAXOTECH's Professional Services organization delivers customer training based on the specific solution deployed and the needs of the specific target audience (e.g. technical, end user). This approach has several advantages and best ensures a successful system implementation. A group of "Super Users" selected by the customer are fully trained in all aspects of the system and involved in implementation and testing. When the system has been verified and is ready to go into live production, these super users then train the end users before they begin using the system. SAXOTECH also offers full end user training.

Features & Benefits

Feature	Benefit
Tried and Tested Procedure	<ul style="list-style-type: none">• Implementation process has a proven track record at prior SAXOTECH sites utilizing a best practices model.
Statement of Work	<ul style="list-style-type: none">• A Statement of Work fully outlines what SAXOTECH will provide.
Constant Communication	<ul style="list-style-type: none">• The Project Manager is tasked with communicating with the customer peer to head off problems and resolve issues quickly.
Collaborative Endeavor	<ul style="list-style-type: none">• Customers have a say in the process so the system is built to match their needs.
Enhanced Customer Knowledge	<ul style="list-style-type: none">• Because the customer is heavily involved in the entire implementation process, they are better able to handle the system after go-live.
Specified Training	<ul style="list-style-type: none">• Training is targeted toward the particular needs of the student. IT personnel learn the background; end users learn the application.
Train-the-Trainer	<ul style="list-style-type: none">• One option to save on training costs. Creates Super Users who are more knowledgeable.
Test Build	<ul style="list-style-type: none">• The system is fully built and tested before being taken live.

About SAXOTECH

SAXOTECH helps media companies meet current and future challenges in the media landscape by providing cost efficient solutions for new business models based on multimedia, multi-channel consumer interaction. Our scalable, easy-to-implement solutions are used to plan, create, edit, design and publish content as well as drive online directories and serve display advertising through multiple channels. Our customers receive world-class implementation, training and support complemented by ongoing development of products and best practices. Today, SAXOTECH's solutions are in use by more than 600 news organizations around the world.

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