



## Implementation Services

Impact Technologies' implementation services provide a smooth, effective installation of DAKS. A turnkey package including on-site installation and training is available. A Remote Implementation Support package of services is also available.

Impact Technologies will perform on-site installation, working in conjunction with PBX Vendor switch technician(s). Standard installation and implementation services include pre-installation design and readiness activities plus an average of two (2) days installation, implementation and administrator/user training tasks. The fee for standard on-site installation is \$3,250 plus actual reasonable travel related expenses.

Installation may require PBX vendor supplied MAC services, the costs of which are not included in the standard installation fees. Impact Technologies will work with PBX vendor and customer staff to identify those requirements as part of the pre-installation design and readiness efforts.

For healthcare applications, installation may require nurse call vendor supplied services, the costs of which are not included in the standard installation fees. Impact Technologies will work with PBX Vendor, nurse call vendor and customer staff to identify those requirements as part of the pre-installation design and readiness efforts.

Non-standard installation and implementation scenarios may involve additional time and costs. For special projects, Impact Technologies provides installation and implementation technician/specialist services at a rate of \$1,250 for the first day and \$125 per hour after the first day.

Impact Technologies' standard on-site installation service (described above) includes a nominal half business day of administrator/user training. An additional full-day administrator and end-user training class can be added to the standard on-site installation package for \$1,000.

PBX Vendor may elect to perform installations. Under this scenario, Impact Technologies offers an optional Remote Implementation Support package providing eight (8) hours of remote pre-install, install-time and post-install design and configuration support. The standard fee for the package is \$1,200.

**PBX Vendor Project Manager Responsibilities:**

1. Release order with Implementation Service
2. Provide Impact Technologies:
  - A. Customer Liaison contact information
  - B. Desired application cut date, if known
  - C. Provide Implementation and Training Activities Schedule
3. Provide technician for switch configuration

**Impact Technologies Project Manager Responsibilities:**

1. Pre-Implementation Activities:
  - A. Designate project team members
  - B. Site survey support
  - C. Review implementation plan
  - D. Support application worksheet process
2. Implementation Activities
  - A. Configuration support
  - B. Testing and troubleshooting
3. Post Install Activities:
  - A. Discuss technical support procedures
  - B. Confirm Maintenance contract with Customer Project Manager

**Customer Project Manager Responsibilities:**

1. Pre-Implementation Activities:
  - A. Designate Implementation Coordinator and Implementation Technician
  - B. Designate project team members
  - C. Site survey support
  - D. On-site installation planning
    - i. Equipment receiving
    - ii. Arrange Customer project team availability per Implementation and Training activities schedule
    - iii. Arrange PBX vendor PBX technician availability per Implementation and Training activities schedule
2. Implementation Activities:
  - A. Approve acceptance of the software license agreement
  - B. Ensure designation of phone stations to be used for testing
  - C. Coordinate access to Voice Network and Data Network administration personnel as needed
  - D. Coordinate remote support facilities accessibility (dial-up or VPN) [optional]
3. Post Install Activities:
  - A. Approve scripts for custom announcements
  - B. Coordinate access to network repositories for database backup
  - C. Acceptance sign-off
  - D. Accept Maintenance Contract, sign, provide billing information

**PBX Vendor Installation Team Responsibilities:**

1. Implementation Activities:
  - A. If TDM implementation, wire PRI trunk interconnects from punch block or RJ-45 jack connectors to the DAKS XRS interface connectors
  - B. Configure the PBX trunk boards and routing for operation with DAKS
  - C. Confirm T1 PRI or VOIP synchronization between the DAKS and the PBX
  - D. Configure DID as DNIT targeting DAKS trunk access code and dial-through command strings

**Impact Technologies Installation Engineer Responsibilities:**

1. Provide applicable application worksheet templates to Customer contact:
  - A. DAKS Classic
    - i. Basic Parameters
    - ii. Subscriber definitions
    - iii. Conference group definitions
    - iv. Broadcast group definitions
    - v. Person and Group Call definitions
    - vi. Info Telephone definitions
    - vii. System Administrator profile properties
    - viii. System Operator profile properties
  - B. DAKS API
    - i. Conference group definitions
    - ii. System Administrator profile properties
    - iii. User Group and User profile properties
2. Onsite Installation and Implementation Planning:
  - A. Equipment ship schedule
  - B. Implementation Technician travel schedule, if applicable
  - C. Implementation and Training activities schedule
3. Post Installation Activities:
  - A. Perform System Administration training
  - B. Perform Operator training, for DAKS Classic
  - C. Perform User training
  - D. Discuss technical support procedures

**Customer Installation Team Responsibilities:**

1. Pre-Implementation Activities:
  - A. Site preparation including equipment rack or shelf in proximity of PBX and power source, provisioning of appropriate connections, and
    - i. For DAKS Classic, provisioning of the Administration/Operator workstation(s) with Microsoft Windows XP operating system
    - ii. For DAKS API, provisioning of the server(s) with Microsoft Windows 2000 Server or Windows Server 2003 and Administration workstation(s) with Microsoft Windows XP, Microsoft Windows 2000 Server or Windows Server 2003

- B. Unpack the shipment and check contents against packing list
  - C. Mount DAKS server and connect to network
  - D. Network access, including static IP address, trunk access code allocation, DID number assignments
    - i. For DAKS API, public IP address for API web application
  - E. Complete applicable application worksheet information including:
    - i. DAKS Classic
      - a. Basic Parameters
      - b. Subscriber definitions
      - c. Conference group definitions
      - d. Broadcast group definitions
      - e. Personal and Group Call definitions
      - f. Info Telephone definitions
      - g. System Administrator profile properties
      - h. System Operator profile properties
    - ii. DAKS API
      - a. Basic Parameters
      - b. Subscriber definitions
      - c. Conference group definitions
      - d. System Administrator profile properties
      - e. User Group and User profile properties
  - F. Conduct site survey, cataloging PBX hardware and software versions and capacities, dialing plan, proposed equipment installation location, expected application sizing and capacities and expected application administration and operations model
2. Implementation Activities:
- A. Accept the software license agreement
  - B. Designate phone stations that can be used to test
  - C. Provide access to Voice Network and Data Network administration personnel as needed
  - D. Verify remote support facilities accessibility (dial-up or VPN) [optional]
3. Post Install Activities:
- A. Record custom announcements
  - B. Provide access to network repositories for database backup
  - C. Attend training
  - D. Complete application configuration