

Focused on Results



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Customer Engagement Model

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Focused on Results

Honey-Comb Methodology

Assessment

During this phase we understand your requirements, process and procedures. We assess your pain areas, available tools and technologies at a high level.

Deliverable: *Assessment document*

Study

We review the details and engage with your Subject Matter Experts (business and technical) in order to fully document the requirements. Once all the requirements are captured, a detailed requirements document is prepared.

Deliverable: *Detailed Requirement Specification document*

Build Phase

Based on the requirements collected we develop the application and conduct unit testing. During the build phase a detailed technical design document is created and kept up to date based on the changes. Build phase will have peer reviews and code walk-through to minimize errors and maximize efficiency. Early story boarding of the application enable us to review the design considerations early in the development process.

Deliverable: *Weekly Status Reports, Story boarding of application look and feel, Technical Design Documents*

Test Phase

This includes building test cases and facilitating user acceptance testing.

Deliverable: *Test Plan document, Test scripts.*

Implement Phase

We install the application on your servers, assist in cutover preparation and participate in rollout to the enterprise.

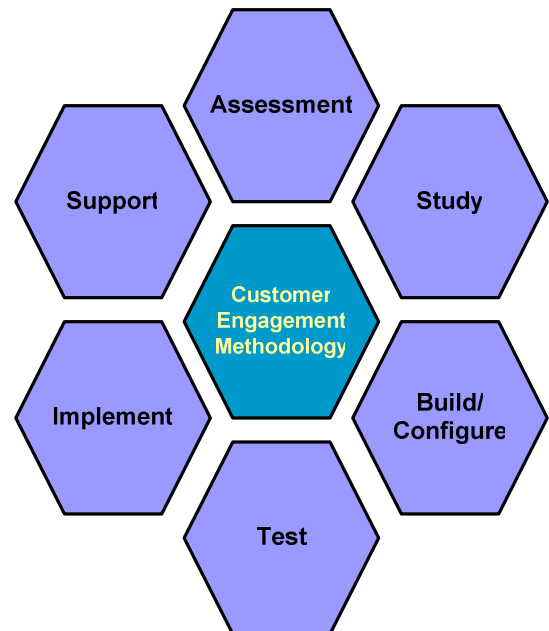
Deliverable: *Application, Data Migration Scripts, Cutover Plan*

Support Phase

We will provide around the clock support for the application for a period of 1 month following the initial go-live in order to provide a complete knowledge transfer with your support staff and provide back up support after complete transition of support happens.

We recommend scheduled review meeting until steady state to manage escalation and identify areas of improvements.

Deliverable: *Knowledge Transfer (KT) document, Application Run book, Service Level Agreement (SLA)*



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