# **SeikiSOFTWARE**

Order Acknowledgement Declaration of Readiness

Order Received

# Stage 1 – Pre-Installation

# Stage 2 – Installation



# **Project Kick Off Meeting**

An opportunity for all project stakeholders to meet, ask questions and to ensure that everyone is briefed and prepared for the installation.



#### Statement of Work

Seiki Applications Engineer/Project Lead will produce a statement of work that defines project-specific activities, deliverables and timelines



## **EAI Configuration**

Seiki Applications Engineer(s) to configure interface to third party system



## M/C Interface Commissioning

Seiki Engineer(s) to configure machine connections to the relevant machines and install hardware if applicable. May require machine downtime to be scheduled.



#### Software Installation

Seiki Applications Engineer(s) to install and configure software





## Support

Handover and introduction to our Customer Support Team. Phone, email and online support



# Follow Up/Mentoring\*

On-site or remote postinstallation support from Seiki Applications Engineer



# Some user training may take place after UAT testing if applicable



Dedicated services to support customer's system Go Live



# **UAT Testing\***

Dedicated remote services to support customer's user acceptance testing



#### **User Training**

Administrator and role orientated end user training

Stage 4 – Support

Annual Maintenance Support Contract **Stage 3 – Post Installation** 

Installation Feedback Training Feedback