

SKC Project Lifecycle

Pre-Sales	Initiation / PO	Pre-Install	Implementation	Post-Install	Support
<ul style="list-style-type: none"> • Site Visits with Room evaluations and survey form. • Hardware and Solution Design • Preliminary line drawings • SKC and Customer collaboration • Quote Development • Project Financial Terms and Conditions • Customer PO Process • Account Vendor Set Up • Final Design Review Meetings • Service and Support Review • Deployment and Target Installations • Final SOW and Functionality Review 	<ul style="list-style-type: none"> • PM Assigned • PM Introductory Call with client • Internal Kick-off Meeting held • Client Kick-off Call • Scope confirmation • Process review • Determine status update process • Install Dates Confirmed • PM Identifies Risk and Creates High-Level Project Plan • Resources Assigned 	<ul style="list-style-type: none"> • Infrastructure Drawings Completed and Reviewed with Customer • Schematic Drawings Completed • Quality Control Completed • Programming Requirements drafted, signed off by Customer • Screen Shots completed, signed off by customer • Travel Booked • Rack Build Complete • Equipment Shipped to site • Programming Completed • Internal Pre-Install Meeting 	<ul style="list-style-type: none"> • Equipment checked in • CAD and Site survey review completed • Installation completed, daily progress reports sent • Programming loaded, tweaked and tested • System commissioned • Training completed 	<ul style="list-style-type: none"> • Client Signoff received • Service transfer E-mail and installation survey sent • Closing documents sent • User Guide completed 	<ul style="list-style-type: none"> • 30 Day Workmanship Warranty Begins • Phone, Elite Care, or Elite Advantage Begins



Project Timeline begins once PO and SOW are received.

Approx. 2-5 weeks

Weeks 1-2

Weeks 3-6

Weeks 7-8

Weeks 8-9

Week 10