

Charting Success

A GUIDE THROUGH THE AVATECH SOLUTIONS IMPLEMENTATION EXPERIENCE



Computer-Aided Drafting is no longer a competitive advantage in this industry; firms need to embrace leveraging data throughout the design lifecycle in order to flourish in the coming years. Avatech helps to accomplish this by aligning technology with organizations' business objectives. As specialists in this field, Avatech can apply our expertise and experience to help you effectively achieve design and information efficiency.



To chart your success through the implementation process, Avatech will guide you through four distinct "legs" of the journey to help your organization fulfill its business objectives.

The Discovery and Planning Phase

Begin your travels with a little legwork

The Discovery and Planning Phase is designed to quickly gather information from a select few and then verify your findings against the masses. To complete this portion of the implementation, we'll ask you to answer some questions that will give us insight into your business objectives and pain points. Avatech will then perform interviews with a small percentage of your staff. The information gathered will then be used to create a custom assessment that will be completed by all staff.

Avatech covers many issues during the interview and assessment process, including:

- Business objectives set by management
- Processes and workflow
- Department and team interactions
- Standards, Automation and Customization
- Education/Training
- Technology (hardware, software, networking)
- Technical support

Avatech offers two types of assessments, in person and online. After determining which assessment is right for you, we will roll it out to your entire staff. When the assessments have been completed, we will verify the accuracy of the data gathered during the interview process. From this a set of recommendations will be developed to meet your needs. After the recommendations have been reviewed, we will create an Implementation Plan. The Implementation Plan is a document that will completely outline all the steps that will be needed for your Implementation covering all the remaining phases of the project.



AVATECH
SOLUTIONS®



Realization Phase

Continue the trek with your tools in place

The majority of work will occur during this phase, where we begin to make your Implementation Plan a reality. Your business objectives and goals will be matched to a technology, and that technology will be rolled out within your organization. Our technical experts will focus on your unique needs, whether it's creating custom software, optimizing your existing environment or installing software throughout a network - we'll make it happen in the Realization Phase.



Education Phase

Learn about the new world around you – without breaking stride

Avatech has the technical expertise on staff to evaluate your workflow and customize an education program to maximize return on investment. Our two types of education, Classroom training and process-based learning, can be customized to suit your precise needs. Classroom Training covers the functionality of the software. Process-based learning fits the software to your daily tasks. Both education methods are effective in increasing productivity. Avatech will work with you to ensure your users get the education they need.



Support Phase

You don't have to go it alone – we'll be with you every step of the way

Whether you need on-site support for a new system installation or reconfiguration, over-the-shoulder education for advanced features or a quick answer to a tough technical question, Avatech can supply you with the support you need. Avatech is known for providing the highest levels of quality, customer service, and technical expertise. Our comprehensively trained and certified technical support specialists include professionals from your industry. These experts can assist you not only with the functionality of the software, but also with documentation of standards, new hire training procedures and online tools for your intranet. With experienced professionals to rely on from across the country, your company will have instant access to the people, skills, and resources that meet your specific needs.

Progress as your Technology Progresses

The end of the journey is only the beginning of the path

Each one of these distinct legs includes important elements that together create an implementation that will match your technology to your business objectives, providing a high level of productivity and a significant return on your technology investment. As your business objectives or business conditions change, we can revisit your implementation and ensure that new functionality is incorporated into your workflow process and adheres to your standards. Avatech Solutions will help you continue to keep your organization on course for success. Your satisfaction is our greatest achievement. That's why we say we offer more than just products...performance.

