

Professional Services



PrinterLogic

Overview

This guide provides a high-level overview of the implementation phases of PrinterLogic's Installation Services in a Windows computing environment. These services may be used for support during the proof of concept (POC) phase, HA Active / Active setup or implementation phase of the PrinterLogic platform. Services include support from a PrinterLogic engineer. Additional documentation with complete product implementation instructions can be found in the online user guide on PrinterLogic.com.

Implementation Phases

The implementation of PrinterLogic Web Stack (formerly Printer Installer) will be completed in five phases. Prior to Phase 1, ensure that the following items are complete:

- Contact a PrinterLogic Account Executive or partner to begin a POC or purchase of PrinterLogic Web Stack
- Review the Professional Services Quote provided by PrinterLogic or partner
- Receive Statement of Work (SOW) created and provided by PrinterLogic or partner
- Send signed SOW to PrinterLogic or partner

Phase 1: Project Planning

- **Step 1:** Kick off meeting scheduled via WebEx
 - Contact information gathering
 - Discuss implementation time frame and needs
 - Discuss design services

Phase 2: Design Services

- **Step 1:** Design document questionnaire emailed and returned to PrinterLogic
- **Step 2:** PrinterLogic creates design documents containing contact information, gathering PDF and VSDX format
- **Step 3:** Schedule call to discuss design document changes; update document and email back final version
- **Step 4:** Sign-off design documents

Phase 3: Installation Services

- **Step 1:** Provision a server—requirements can be found in the product documentation on PrinterLogic.com
- **Step 2:** Install or upgrade to the latest PrinterLogic Web Stack version
- **Step 3:** Install and configure everything according to the SOW—training will take place at the same time as setup
- **Step 4:** Sign-off that all features have been installed and are working

Phase 4: Application Testing, Training, and Documentation*

- **Step 1:** Cover any additional training requested or items missed during Phase 3
- **Step 2:** Create custom documentation according to SOW*
- **Step 3:** Verify all features and functionality have been trained on
- **Step 4:** PrinterLogic to provide all contact information for further support needs

Phase 5: Project Close

- **Step 1:** Verify with technical contact all items are complete according to the SOW
- **Step 2:** Send completion email to the project manager containing sign-off on all SOW items and hours spent
- **Step 3:** Introduction to Support for your continued success with PrinterLogic

*Custom documentation is contingent on the SOW and what was agreed upon.

PLWP_PROFESSIONAL_SERVICES_091819