

Noetix® Standard Implementation — Operational BI

Accelerate the Deployment of Key Information to Users

Designed to help you get the most value from your Noetix software investment, the Noetix Standard Implementation puts your business on a fast track to making more informed, data-driven decisions. Noetix Professional Services collaborates with your business and technical teams to ensure your organization efficiently and effectively deploys Noetix software for maximum business benefit and streamlined technical maintenance.

Based on best practices, the Noetix Standard Implementation follows our proven methodology for successful reporting initiatives—The Noetix Approach. The Noetix Approach includes four distinct phases: Define, Install, Train, and Deploy. The five-week engagement is focused on activities designed to accelerate the deployment of key information to users.

Define

The Define phase is the first step in the Noetix Approach. Activities and deliverables that will be critical to a smooth rollout of the Noetix reporting solution across your enterprise are defined and documented. This approach will enable your organization to address change and help requests, define communications between end users and the individuals supporting the solution, and identify short- and long-range training goals. In addition, the documentation and implementation of processes to support the ongoing health and maintenance of the Noetix solution will help ensure an effective rollout and the highest possible levels of user adoption.

Install

Prior to installation, Noetix Professional Services will work with you to make sure your Noetix environment meets the recommended system requirements. Once onsite, Noetix will install NoetixViews® and the Noetix Platform (Noetix QueryServer® and

Noetix WebQuery®) into a single, non-production environment. Noetix Search and Noetix answers, (pre-built) reports are generated during installation.

Train

In this phase, Noetix will train both the Noetix Administrator and report developers to ensure your organization is fully prepared to manage and maximize the use of the Noetix solution.

Noetix Administrator Training and Mentoring — Your designated resource will work side-by-side with Noetix during implementation, and will even drive most of the activities. Subsequent to installation, Noetix will provide formal training for your technical staff focusing on usage of the Noetix tools and maintaining a healthy software environment. In addition, the Noetix Administrator will participate in report developer training so they are completely capable of utilizing the tools from an end user, as well as a technical, perspective.

Report Developer Training & Workshops — Noetix will define the users of your reporting tools and segment them into groups based on position (executives, managers, and operational unit leaders) and role (viewers of data, query developers, programmers, etc.). Noetix will then determine the best course of training to match the reporting needs of those groups.

The plan includes report developer training and workshops. All NoetixViews and Noetix WebQuery users will be provided with a complete course covering the features of NoetixViews and Noetix WebQuery, as well as report development best practices. To supplement the standard report developer training, basic or power users and select technical developers will participate in a report building workshop. Participants will benefit from hands-on experience by expanding their individual knowledge and skills, and the reports developed can be immediately deployed.

Deploy

The activities and deliverables in the deployment strategy component of our services are critical to a smooth rollout and successful adoption of your reporting solution.

Noetix will work with you to develop the right deployment strategy for your specific Noetix reporting goals by assisting in the creation of a plan for the following 12 critical deployment areas:

- ▶ Technical Platform Strategy
- ▶ Software Maintenance Strategy
- ▶ Security Model (administrators, query users, non-Noetix tools)
- ▶ Roles and Responsibilities
- ▶ Processes (end-user support, change requests, deployment of new functionality, security changes, etc.)
- ▶ Technical Education Strategy (training backup, future administrators)
- ▶ User Segmentation and Training Strategy
- ▶ User Adoption Strategy (rollout communication, feedback loop mechanisms, issue escalation processes)
- ▶ Custom Views Strategy (when and how to extend NoetixViews)
- ▶ Data Source Strategy (other data source requirements, options for integration with NoetixViews)
- ▶ Initial Rollout Strategy (rollout to production and other instances)
- ▶ Risks (review and identify mitigation steps for potential risk factors)

Summary

The Noetix Standard Implementation offers your organization the knowledge and skills needed to provide a foundation for the successful rollout of Noetix software. Noetix delivers a rapid implementation based on industry-standard best practices. Once our product is installed and your administrators and users have been trained, Noetix will work with you to assess what additional tools and services are required to integrate and leverage the Noetix software into a complete reporting and business intelligence solution.

Our relationship with our customers does not end after the Deploy phase. In fact, we believe it's only the beginning. Noetix Professional Services is committed to your success, available to address your future needs providing ongoing guidance through consulting, education, and technical support.

For More Information

Discover how to dramatically increase the return on your reporting investment and enhance your ability to quickly answer critical business questions: call us toll-free at 866-4NOETIX or visit our Web site at www.noetix.com.

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Frost Tower | 401 Congress Avenue, 29th Floor | Austin, TX 78701
info@magnitudesoftware.com www.magnitudesoftware.com