Sequence Software Project Deployment Guide

Sequence Software's Work Instruction solutions can be deployed in a very short amount of time with minimal risk, reduced implementation costs, and faster start-up time. During the initial inquiry and product discussions, your requirements will be discussed in detail to confirm there is a good fit with your target project goals. Specific options may be recommended, and a phased deployment is often part of the plan to control culture change and budget. The sales process will likely include demonstration(s) of the software using your work instruction content as an example to prove feasibility, along with reviews of the IT requirements for technology alignment and planning. Discussions with your management may be scheduled as needed so that there is a clear understanding of the path to project success and long-term value.

What Does a New Sequence Project Look Like?

During the sales process, our technical team will closely review your requirements to recommend the software licenses you will need to start. A project may be split into phases to manage risk and budget. Once a purchase order is issued for the project, a simple project plan will include the following milestone events covering project readiness, installation, training, and start-up.   A typical new Sequence installation can be completed in 30 days or less, depending on YOUR overall readiness and schedule.   Your team will be creating/publishing new instructions for the shop floor in a short amount of time.

Milestones	Personnel Needed	Tasks	Timeframe
Week 1 Initial Project Kickoff Conference Call or Web Meeting	Project Team Leaders, plus IT for installation planning; include DBA if integration to ERP, MRP or MES is planned	• Review IT readiness • Set installation date • Review overall project plan • Discuss training plan options • Set training start date	1 hour meeting to confirm the project plan is mutually acceptable.
Week 1 Create Project Plan	Sequence Software Team	• Produce a simple 1-2 page summary of the planned steps including installation, training, start-up and support	1-2 days after Kickoff Meeting.
Week 1 or 2 Software Installation	Sequence Tech Services and Your IT Support	• Installation is performed via Web Conference by Sequence along with your IT resources; includes basic system testing.	Approx 2 hours, including time for general IT Q&A.
Week 2 Training New Authors	Sequence Product Trainer & Your Authoring Team	• Begin training based on the training outline discussed in the kickoff meeting. • Dates set to your schedule, updated in the project plan • Training can be delivered via Web Conference or Onsite per original quote.	Scheduled training is delivered typically in 2 hour segments via live Web Conference sessions. Assignments are given after each session so authors can practice what they've learned before the next training session.
Week 3 & Beyond Post-Training Support	Sequence Product Support Team	• As authors continue to build new work instructions and introduce to the shop floor users, Sequence continues support as part of our Annual Maintenance & Support Agreement when needed	Ongoing; General product and deployment support is available per Sequence Annual Maintenance & Support Agreement.

Note: The above timeline may be extended if integration to ERP/MRP or MES is planned. This requires additional IT resources, not significant in time if resources are available.

Additional Notes for Purchase and Project Planning

Purchase Order Planning: To avoid delays in getting started, reference the Sequence Software quotation prepared for this project with details on licenses to be ordered, pricing, payment terms, etc. Note that Purchase Orders should be addressed to FFD Inc., 205 Perimeter Park Road, Suite B, Knoxville, TN 37922. Sequence Software is a brand name within FFD Inc. FFD can provide W-9 or other materials to set us up as a new supplier.

IT Readiness: An initial discussion with IT should be scheduled in advance to answer questions and prepare for readiness of the software. *Reference: Sequence System Requirements document for details on IT technology requirements and recommendations.* During the project kickoff conference call, and/or during the software installation, additional questions such as admin responsibilities, back-up requirements, integration planning, etc., can also be discussed.

Standard Product Training: Training sessions are typically delivered via Web Conference in 2-hour or 4-hour segments. This allows a scheduled training to align with the available schedule of new users. Our team is very flexible in scheduling the training; for example, first week may be 2-3 sessions, with allowing some time in between for the new users to practice or work on assignments prior to the next scheduled session. Training is also customized to align with the Work Instruction deployment requirements. *Reference: Sequence Software Training Syllabus outlines typical training segments to be scheduled.*

Onsite Product Training or Onsite Consulting: Occasionally, new customers prefer training the new users over a 2-3 day period at their facility, or may desire other project consulting to assist with work instruction deployment ideas, discuss integration to other systems, etc. There is increased value in delivering services onsite if the schedule and budget allows. Costs for all onsite training/consulting is $1,600 per day, plus all travel expenses.

Post Start-up Support: As part of the Sequence Annual Maintenance & Support Software Agreement, general product support including answers to user 'how to' questions are provided by our Support Team after training has been completed. Support is available via phone, email, Web Conference, from 8 am EST to 5 pm EST, Monday through Friday.

Custom Stylesheets: While there are a variety of WinSequence PDF stylesheets available as standard in the software to use, stylesheets can be customized with adding logos or editing the format to meet your needs. Edits to existing WinSequence stylesheets can be made by customers using standard XSL code, or can be created for you by Sequence Software Technical team. Custom stylesheets can be quoted after new requirements are defined.

Requests For New Features: Customer requests for new software functionality are welcomed and discussed in detail for potential addition to future releases. Historically, many of our new feature suggestions have been added to become part of the standard software.

Our goal is to be sure that you experience a trouble-free deployment and can quickly realize the increased value that Sequence Software will deliver for your organization.

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