

Deployment Services

SERVICES OVERVIEW

**Realize Your Digital Ambitions with Seamless
Production Migration Services.**



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Introduction

WHAT SETS OUR DEPLOYMENT SERVICES APART?

The smoothness of production deployment largely determines the ultimate success of any quote-to-cash project. It's not about getting it done; it's really about getting it done right. Where some might rush to push systems live, we prioritize careful planning and rehearsed execution to ensure a seamless and predictable cutover at the moment of truth. Recognizing that every organization's system landscape and business processes differ, we prepare a comprehensive production migration plan tailored to the needs of your environment to ensure minimal business disruption during this pivotal event.

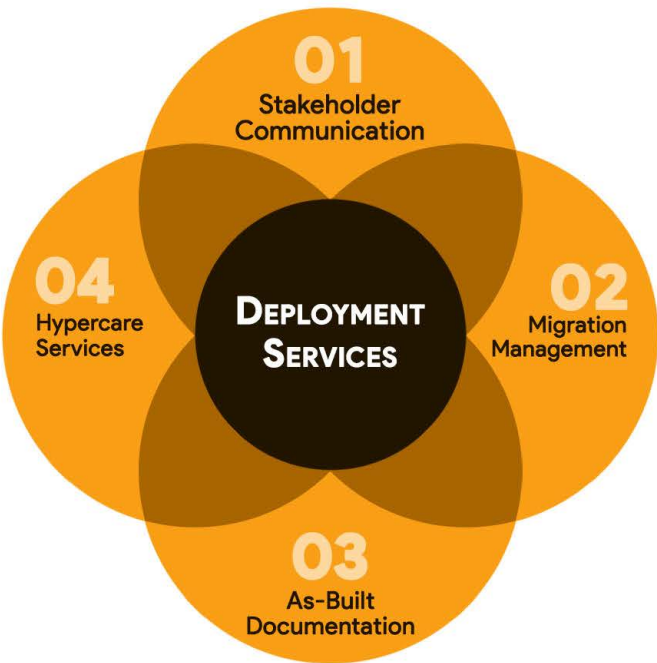
The quote-to-cash system is the backbone of a company's revenue generation mechanism. It encompasses every step, from the initial customer inquiry to cash realization. Disruptions in this process can directly hinder sales operations. Ensuring a seamless migration minimizes downtime and ensures the business continues operations without interruption. Regarding end-users, change is often met with resistance. A hassle-free migration to a new system makes it easier for employees to adapt. If users face issues right from the start, their confidence in the new system can be eroded, leading to reluctance to adopt and potential misuse. Our firm's Deployment Services consider these risks and are designed to deliver a quality experience.

This whitepaper overviews our comprehensive Deployment Services during the critical phase of transitioning your enterprise quote-to-cash system to the production environment. Central to our approach is emphasizing Stakeholder Communication, ensuring seamless alignment and understanding between all parties involved. We detail our robust Migration Management services, focusing on the careful execution of the cutover plan to guarantee a smooth system launch. The whitepaper also underscores the significance of delivering accurate "as-built" documentation to foster knowledge transfer and empower your support team with greater system autonomy. Lastly, we describe our post-production Hypercare Services, a commitment to maintain system stability and continuity in the initial days after deployment.

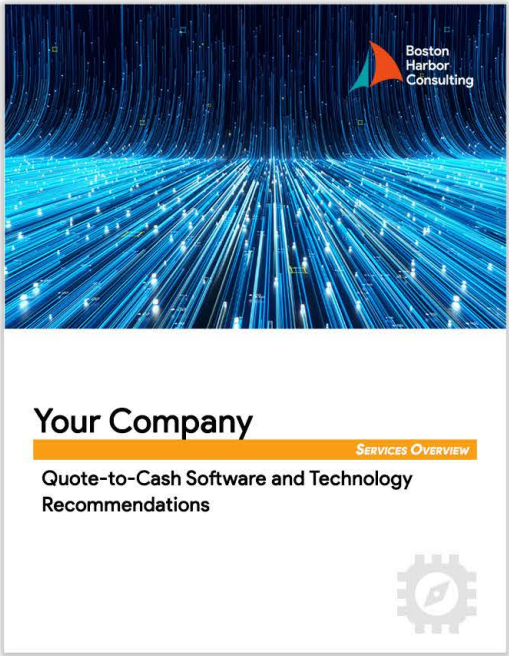
Explore the benefits of our firm's Deployment Services and see that our approach is not just about transitioning your system to the production environment; it's about ensuring system stability, continuity, and lasting success beyond deployment.

What's Included

KEY BENEFITS OF OUR SERVICE



SERVICE DELIVERABLE



SERVICES TASKS AND TIMELINE

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Project Kickoff	★							
Requirements Workshops								
Vendor Presentations								
Fit and Alignment Scoring								
Readout Preparation								
Project Readout								●

Stakeholder Communication

01

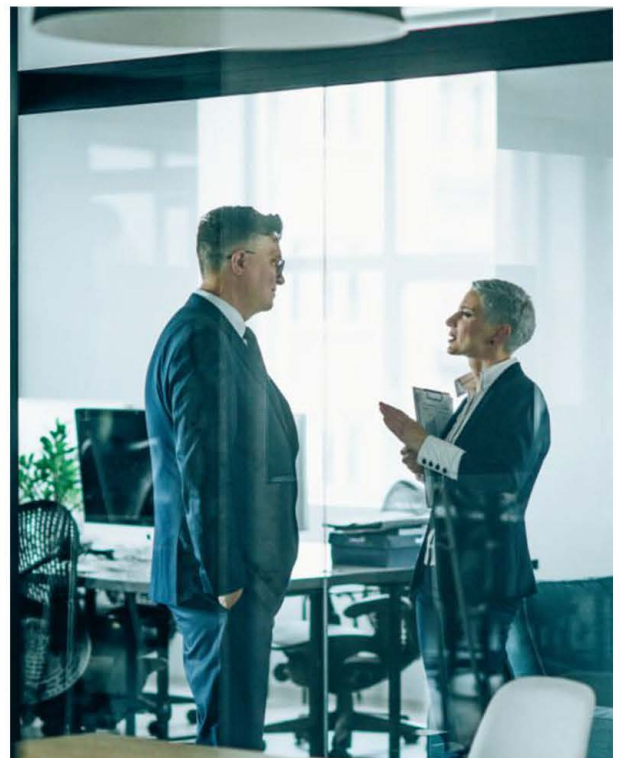
MANAGING EXPECTATIONS: MAINTAIN ALIGNMENT WHEN IT MATTERS MOST

Our approach to stakeholder communication during the pivotal deployment phase is rooted in clarity, consistency, and comprehensive foresight. We recognize that each organization has a unique hierarchy, and our communication channels are carefully structured to respect and reflect this. Our team ensures that status updates, whether they be technical or strategic, align with the specific needs of the project's Steering Committee, ensuring decisions are informed, timely, and relevant.

Understanding that seamless deployments hinge not just on technical expertise but also on transparent and timely communication, we prioritize keeping your team well-informed. Stakeholder Communication is more than sending periodic updates. It's an ongoing dialogue that starts long before deployment and extends well beyond it. This dialogue ensures that every individual, from technical analysts to executive sponsors, remains abreast of the deployment status, potential challenges, and the solutions in place.

We encourage a seamless executive-level feedback loop by maintaining uniformity in our communications' content and frequency. This approach streamlines escalations and facilitates quick decision-making during the deployment's most crucial junctures. Additionally, we place a high premium on proactive risk management. Our team carefully documents and communicates potential challenges and corresponding mitigation strategies to ensure that, despite unforeseen adversities, the project stays on course with practical contingency plans.

Engaging with our firm's Deployment Services means partnering with a team that values clear and consistent stakeholder communications during the most critical phase of your quote-to-cash project.



Migration Management

02

MANAGING CHANGE: GO-LIVE WITH THE CONFIDENCE OF REHEARSALS

Deploying a system to the production environment represents more than shifting from one environment to another. It signifies the culmination of countless hours of design, development, and testing and the beginning of realizing the solution's potential. Within this critical phase, our time-tested approach to Migration Management is designed to ensure a seamless transition, with minimal disruption of day-to-day functions or customer operations.

When we talk about managing migrations, we refer to an end-to-end orchestration of tasks, from pre-migration assessments to post-deployment validations. We focus on ensuring the solution seamlessly integrates into the production environment without hiccups while preserving data integrity and minimizing operational disruptions. We recognize that each client's environment is unique, and a standardized approach might not always be sufficient. Therefore, we tailor our migration strategy to meet your needs and operational demands.

As part of our Deployment Services, we carefully choreograph the multitude of code and data transports across the development, quality, and production systems to control synchronization across the multi-tenant environment. This layered approach ensures the migration is executed precisely, reflecting rehearsed predictability. Additionally, we'll perform a comprehensive post-migration verification process to ensure data integrity, comparing source and destination records and validating data against predefined rules or conditions.

Yet despite the planning, we remain acutely aware that unexpected events might emerge. Our approach includes planning, preparing, and practicing roll-back strategies to ensure the team is ready with an appropriate contingency plan to mitigate business impact if unforeseen issues surface.



As-Built Documentation

03

EMPOWERING SUPPORT: BUILD A KNOWLEDGEBASE ONE PAGE AT A TIME

The strength of your system's "as-built" documentation lies not just in cataloging the functional and technical aspects of the solution but in how it paves the way for your team to assume ownership post-deployment. With a well-defined record of the system's architecture, configurations, and integrations, your team will be better equipped to support and extend the new system. This deep understanding is instrumental in allowing your team to confidently manage, administer, and enhance the system, reducing the learning curve and driving long-term value.

We understand that many clients operate in industries governed by stringent regulations. In such environments, documentation isn't a mere formality—it's a requisite tool for compliance and auditability. Beyond ticking regulatory boxes, our documentation is intended to serve as a robust knowledgebase, ensuring that when your in-house team assumes post-deployment support, they're armed with the precise, clear, and comprehensive information they seek.

Having witnessed the aftermath of inadequate documentation when taking over in-flight projects from failing integrators, we pride ourselves on our meticulous approach. It's disheartening to see production support marred by documentation that skimps on detail or lacks clarity. To this end, we craft our documentation to be comprehensive and insightful to facilitate knowledge transfer.

At Boston Harbor Consulting, we view accurate "as-built" documentation as a strategic asset designed to empower support teams and boost confidence. Engaging with our firm for your Deployment Services means investing in clarity, precision, and a partner understanding of the profound importance of well-crafted documentation.



Hypercare Services

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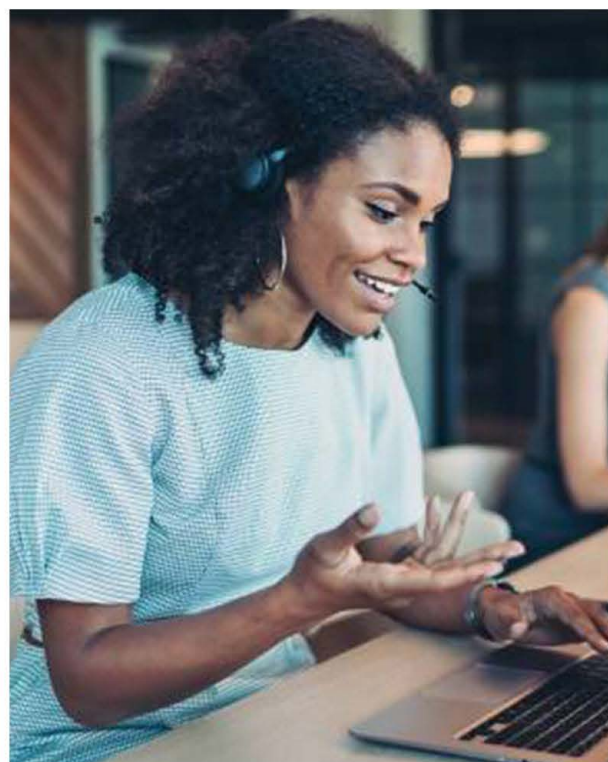
SAFEGUARDING SUCCESS: REASSURE USERS WITH WHITE GLOVE SUPPORT

Deploying a system into a production environment is a decisive moment in any project's lifecycle. It signifies the culmination of months of meticulous planning, development, and testing. The transition to production also presents a period of vulnerability, where unforeseen challenges may arise, and the system's stability could be tested. Understanding this dynamic, we take a white-glove approach to providing Hypercare Services immediately post-deployment.

Even systems crafted with the utmost precision can sometimes exhibit unexpected behavior when placed in the production environment. It's an inevitable aspect of solution deployment, where variables that didn't exist in the development phase suddenly surface. Our white-glove approach is not just about addressing technical challenges, though that remains a core component. At its heart, it's about instilling confidence in our clients during the crucial initial days. It's an assurance that we're online, ready to extend expertise, provide clarifications, or refine aspects of the solution as required. This phase is less about troubleshooting and more about partnership, continuity, and trust-building.

Furthermore, what makes our approach genuinely unique is the depth of engagement and the breadth of support we provide during Hypercare. It is not just about troubleshooting; it's about knowledge transfer, capacity building, and ensuring that your team feels empowered to take ownership. By emphasizing such holistic support, we ensure that your team is equipped to handle immediate challenges and prepared for long-term system management, maximizing your return on investment.

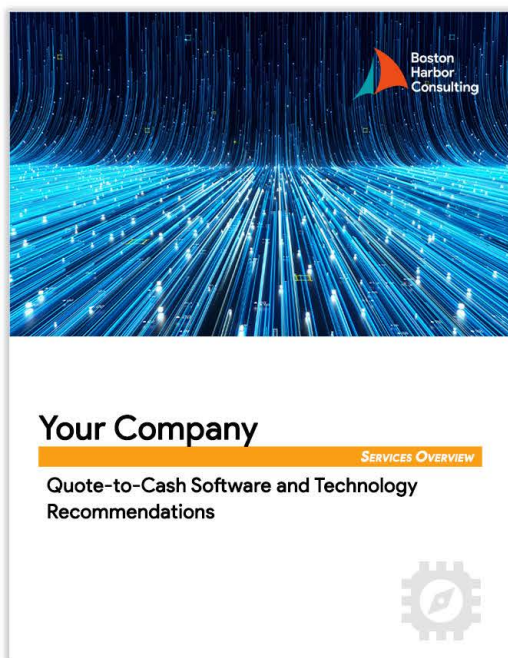
By ensuring that the initial days post-deployment are characterized by exemplary support, we solidify our commitment to your system's long-term viability and success.





Recommendations & Next Steps

WHAT YOU WILL RECEIVE AFTER THE ASSESSMENT



After our *Software Selection Rapid Assessment* engagement, we will provide you with our *Quote-to-Cash Software and Technology Recommendations* report. The document will summarize our findings with recommendations tailored to your enterprise's unique objectives. We will provide the vendor scorecard results and an evaluation of options detailing their alignment with your unique business processes. Additionally, the report will include a prioritized roadmap of suggested next steps and potential pitfalls or challenges to be aware of. Our objective is to equip you with a holistic, actionable blueprint that informs and empowers your team to move forward with clarity and confidence with your quote-to-cash initiative.

CONTACT US, AND TAKE THE NEXT STEP IN YOUR QUOTE-TO-CASH JOURNEY.

Navigating quote-to-cash software selection is no small feat. Throughout my tenure, I've witnessed many QTC implementation challenges and understand the significance of making the right software decision. But beyond the spreadsheets and systems, what truly resonates with me is the people: passionate professionals who are unwavering in their quest for excellence. If you are seeking a partner in this journey—a firm that values precision and personal touch—please consider reaching out at services@bostonharborconsulting.com. My team and I are here to listen, understand, and co-create a brilliant solution for you. Let's embark on this journey together and make the story of your organization's transformation one of enduring success.



Shalane Sheppard
Vice President, Services

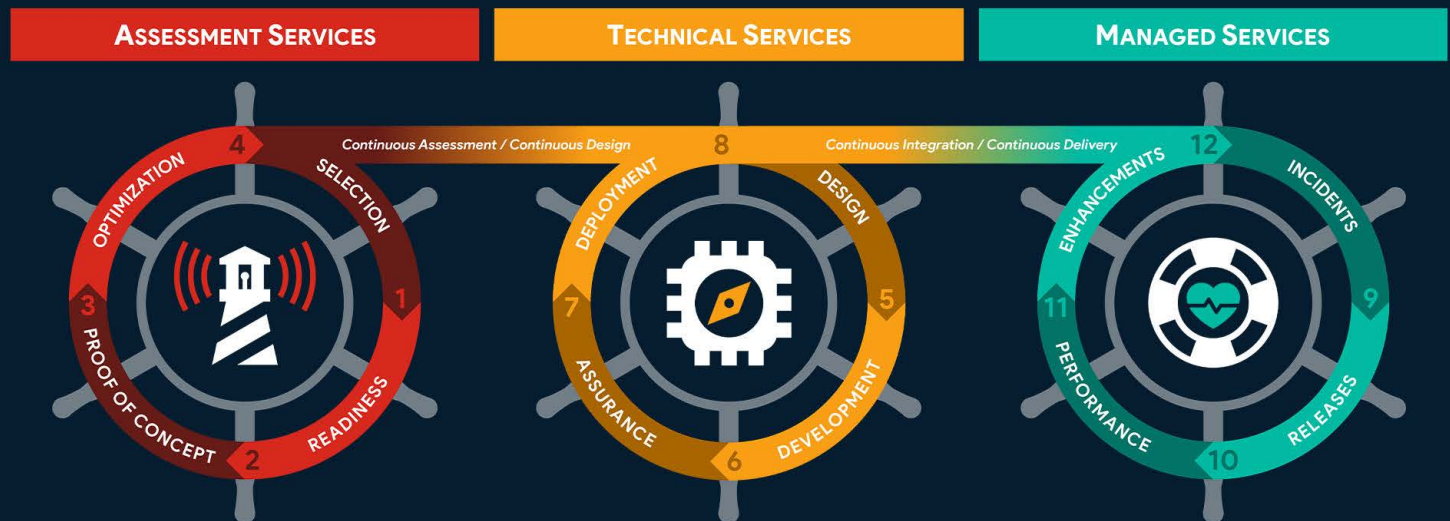
About Us



UNLOCKING SUCCESS IN SALES OPERATIONS: A JOURNEY WITH BOSTON HARBOR CONSULTING

With a rich history and a dedication to excellence, we have evolved into a trusted partner for organizations seeking transformative solutions in the quote-to-cash domain. Our story begins with a simple vision: to bridge the gap between business objectives and technical realities. In the dynamic landscape of Sales Operations, where efficiency, agility, and precision are paramount, we recognized the need for a partner who could seamlessly integrate technology and strategy. This realization fueled the inception of Boston Harbor Consulting, and our commitment to this vision has guided us ever since.

OUR COMPREHENSIVE SERVICE PORTFOLIO



OUR GUIDING PRINCIPLES: EXPERTISE AND INNOVATION

With over a decade of domain expertise in quote-to-cash solutions across various sectors and geographic regions, we know that true excellence lies in understanding the unique challenges and opportunities that each client brings to the table. Innovation is our driving force. We believe in the power of creative problem-solving and continually seek out innovative approaches to tackle complex challenges. Our specialization in SAP technology and low-code innovation ensures that we stay at the forefront of enterprise development. Innovation isn't just a buzzword for us; it's embedded in our DNA.

THE BOSTON HARBOR CONSULTING DIFFERENCE

Our distinction lies not only in what we do but in how we do it. We're not just a consulting firm; we're your partner in success. Our commitment to long-term growth, adaptable solutions, and unwavering support sets us apart. As you navigate the complexities of Sales Operations, choose Boston Harbor Consulting as your compass. Together, we'll embark on a journey of transformation, unlocking new horizons for your organization. Join us in shaping the future of Sales Operations. Welcome to Boston Harbor Consulting.

