

Datanet Project Success Plan Services

Helping Customers Succeed

A Proven Approach

Australian companies are recognising the potential of enterprise mobility systems to help them lower operational costs and compete with the best. In a global marketplace accurate transaction management is separating the winners from the followers.

But experience has shown that companies are increasingly confused about the breadth of technology options and constant change.

Given the need for an independent, experienced methodology, Datanet has developed the Project Success Plan in Australia to help companies get the results required:

- Proper System Architecture
- Integrated and Configured Products
- Functionality Specific to Needs
- Professional Project Documentation

Datanet's Professional Services Division takes over at the point of Project commitment to ensure seamless integration of hardware with your particular software and work process.

The Statement of Work (SOW) process ensures clarity between your desired requirements and technical capability and reality.

Then the project is broken into step by step processes that give you control of progress and quality.

Proof of Concept, Pilot testing and User Acceptance combine in this methodology to ensure your project is ready to deliver.

After the point of successful implementation, Datanet's Service Centre provides ongoing support for your new system so that any issues to arise over the following years are quickly overcome with a minimum of downtime.

Keys to our past and current success are rested in five essential criteria:

- **Technology Know How**
25 years of experience with equipment vendors and mobility software
- **Leverage Your Current Systems**
Extend your existing investment where possible and practical
- **System Design**
Detailed understanding of the appropriate tools and integration components
- **Scalable and Flexible**
Enable customised approaches specific to your requirements
- **Rapid Prototyping of New Applications**
Save time and effort in project execution

"Wireless Mobility is our business"

Being in this business day in and day out, we have learned where the pitfalls lie. Often these issues are not at first obvious nor intentional from the vendors. However these issues can create significant delays and cost overruns if not properly understood.

Similar challenges exist with ensuring end user acceptance and workable functionality. We believe Enterprise Mobility has unique challenges that rely on experience to be solved.

When the business ROI potential is so compelling and industry world leaders count on enterprise mobility solutions to perform their daily work, don't compromise on quality and completeness of your project.

Project Success Plan (PSP)

As a customer focused, project driven organization, our methodology embraces a balance of talent and experience necessary for the success of the systems we build for our clients. This balance is divided into five significant areas, Business Process Consulting, Application Development, Products and Tools, Integration Services, and Implementation Support.

Business Solution Consulting

Our experience with a wide variety of systems in our customers businesses gives us knowledge to apply to your specific challenges. Let us help you fast track what is possible, practical and realistic while also building a roadmap into the ongoing development of your wireless applications.

We will also provide customers a tool set and documentation to help your project team further explore, define and confirm requirements.

Application Development

We have extensive experience in the design, development, deployment and management of enterprise systems. Successful enterprise systems employ a careful balance of performance, reliability and scalability while adhering to open standards whenever possible. Many of these systems need to have the ability to interact with a wide variety of environments including traditional legacy, ERP and WEB enabled systems.

Our application portfolio represents the 9 specific areas where enterprise mobility has been successfully deployed in Australia. We encompass 3 variants of managing your work force, 3 in managing your work processes and 3 in helping you manage your assets including inventory, vehicles and infrastructure.

We also can help you with e-commerce solutions including product synchronization using a leading set of capabilities in Australia. And prepare you

for RFID and next generation system requirements.

Product Range and Tools

Having implemented wireless solutions for many years, we have developed a broad range of supplier relationships and commitment.

This capability covers both the main products and the necessary cradles and accessories required.

Using PSP we can select the best fit to your needs while giving you the controls and project guarantees required.

Integration Services

Our customers expect a total solution! Value added services like system staging have proven to be valuable to many of our clients as they face aggressive rollout schedules without the necessary staffing resources. We work closely with our clients to match their specific implementation requirements that may include software installation, software configuration, network configuration, redistribution and shipment tracking. Our experienced team is ready to take on the most challenging projects.

Implementation Support

Even the most elegantly designed and flawlessly implemented systems require periodic support. Our Customer Response Center is at your side to provide assistance. Customized Support Agreements can be put in place to offer you the highest level of engineering support that your projects may require. Support engineers, familiar with your system(s), are readily available to assist you in the resolution of your problems. Your overall satisfaction and success with our solutions is our ultimate goal!

Datanet views **Project Success Plan Services** as strategic, not only to our future, but to our **customer's** future. The ability to offer comprehensive systems and service solutions through PSP and our Roadmap process enables short term project focus and ongoing enhancement.
