



The Eftia ProServ team brings your organization the full knowledge and power of our combined telecommunications and software development experience. With needs assessment, implementation, data migration, knowledge transfer and support, Eftia ProServ provides fast, effective services to optimize systems, minimize costs and maximize profitability.

EFTIA PROSERV : SERVICE PACKAGES

JUMP START

Visualize Your OSS solution

You want the benefits of an OSS but the complexities of an implementation seem daunting. Jump Start gives you a head start with an expert summary-level assessment of your requirements and a Master.Scribe™ solution blueprint that best suits your unique needs. We help define and document your system and functional requirements, explaining how to achieve more while optimizing your resources. Eftia ProServ personnel will augment your own team to lay out the solution before you make any purchase commitment. Jump Start's deliverables are reusable for your OSS implementation.

Defining the Solution

Eftia will follow its proven methodology to define the solution that is right for you. Working with your team, our assessment will cover

- How the Master.Scribe solution will work for your business
- The solution blueprint for your unique needs
- Summary-level requirements for:
 - User documentation
 - Reporting
 - Support
 - Remedy user licenses
 - Customizations
 - System manuals
 - Training and training materials
 - Configuration for two services
 - IT infrastructure, including server, desktop and third-party software requirements

Easy Access to the Eftia Proserv Team

The Eftia project manager, OSS experts and other key personnel will preview the Jump Start process and answer your questions. A review meeting with the Eftia team will outline the findings detailed in the Jump Start Assessment and discuss the recommendations.

Thorough Documentation

Eftia will provide you with a Jump Start Assessment Document to explain all of the stages of implementation, from the architecture to the user training requirements and associated user documentation and the system manual. Eftia also provides a Customer Configuration Document Template (CCD) that details the Master.Scribe configuration requirements for two of your services.

Discount Services

The Jump Start service package includes a ten percent discount on the optional purchase of ten person days of Eftia ProServ time towards future services.

Your Involvement

Your participation in Jump Start ensures that we receive critical information describing your processes and systems. This information includes business processes, user communities, existing services and applications, data sources, IT infrastructures and future requirements.

