



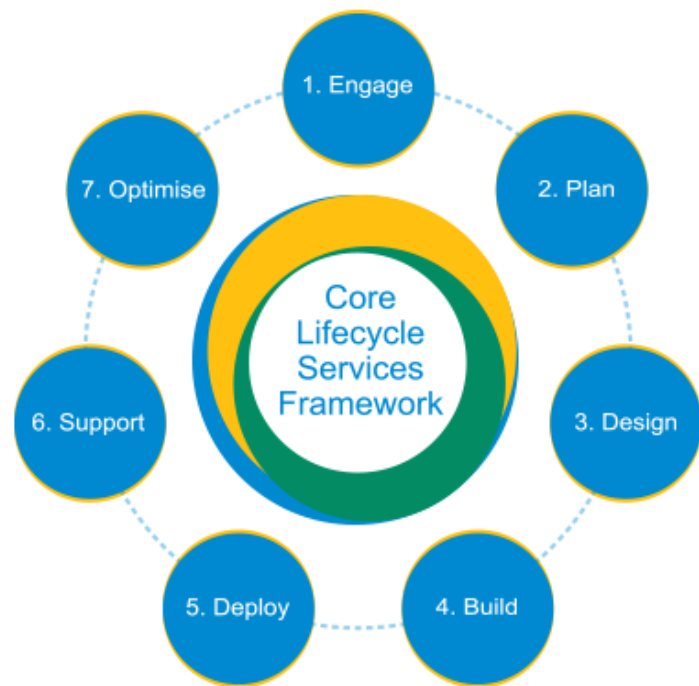
THE ECLIPSE LIFECYCLE SERVICES FRAMEWORK – A PROVEN APPROACH TO ESTABLISHING LONG TERM RELATIONSHIPS

Overview

The Eclipse Group has been deploying complex systems since 1987. The Eclipse Lifecycle Services Framework is the embodiment of our own best practice. This framework along with the tools and experience gained enables us to deliver your organisations' solutions more efficiently and in less time when compared to similar rollouts often halving costs and time to go-live.

"Proven approach helps to ensure long term relationships - Greenpeace Intl, Volkswagen Finance Eclipse clients for 28+ years".

The Eclipse Lifecycle Services Framework proposed consists of 7 distinct phases.



Each stage of the lifecycle has distinct outputs and deliverables meaning your organisation can rest assured that you know what you're paying for at the point of engagement. Not only that but you also have peace of mind knowing that there will be no shortcuts even if we are capable of delivering our solutions faster and more efficiently than traditionally expected.

Benefits of Adopting The Eclipse Lifecycle Services Approach

- **Risk Mitigation** - Reduce the risk associated with implementation projects by using a proven, consistent methodology
- **Visibility** - Achieve greater visibility and control over projects by using a clearly-defined transparent approach to service delivery
- **Peace of Mind** - Leverage years of best practice and insight

“This approach is key to identifying the building blocks required to ensure a successful outcome.”

PHASE 1 “ENGAGE” - ENSURING THE CORRECT PEOPLE ARE INVOLVED IN THE PROJECT RIGHT FROM THE START

Engage

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project or service and starts with the Engage Phase. This framework allows us to deploy technology more efficiently and is a key element to our solution delivery as seen exemplified in the Eclipse Core Financials solution. Any successful solution implementation starts with the right kind of engagement. Central to Eclipse’s service delivery model is the belief that we can add value to your business by engaging with you at the right level from day one. As such an Eclipse director will work with you during this phase to determine your high-level business and technical requirements and will continue to be involved with your solution through implementation and beyond.

Key Deliverables

We believe in getting it right. That means thorough preparation whether it is a completely new solution requirement or the upgrading of an existing solution. Our team will work with you to develop a solution that meets your requirements and take the necessary measures to ensure that it works. This could mean doing an infrastructure readiness review to assess the viability of a solution or a proof of concept in order to prove key elements of the solution. Our goal is to ultimately deliver a solution proposal that fits your business.

Deliverables from the Engage Phase may include the following stages:

- Technology Strategy Development
- Proof of Concept
- Upgrade Readiness Assessment
- Infrastructure Readiness Assessment
- Solution Proposal

Benefits

- **Peace of Mind** - By proactively engaging with you from the very start by focussing on the fulfilment of this phase’s key deliverables we will demonstrate our measured approach to solution deployment giving you the confidence to know that you have chosen the right partner to work with.
- **Risk Mitigation** - By analysing the business and technical requirements upfront, we can reduce the risk associated with implementing new technology and ensure a suitable platform is delivered from the outset and will perform optimally from day one.

“The single best payoff in terms of project success comes from having good project definition early.”
Rand Corporation

PHASE 2 “PLAN” – DOCUMENTING THE PROJECT OBJECTIVES, SUCCESS FACTORS AND DELIVERABLES ARE KEY TO SUCCESS

Plan

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project. The second Phase is the Plan Phase. Once the solution proposal has been outlined and accepted, we bring together the project team in order to deliver your solution. The objective of the planning stage is to finalise and document the detailed scope of the project and to produce a plan for implementation.

Key Deliverables

We’ve packed 28+ years of solution deployment best practice into our approach and methodologies enabling us to deliver projects efficiently and often within significantly reduced time-frames, without compromising on efficacy, when compared to similar implementations.

We begin with a project kick-off meeting, led by an Eclipse Director, bringing together key stakeholders and project team members from Eclipse and from your organisation. The required information is gathered for input into a project initiation document.

The project objectives and success factors are identified, the key deliverables are described, the project team structure and communication plan are documented. Any project risks together with a mitigation plan are highlighted and noted and fed into a detailed project plan.

Deliverables from the Plan Phase may include the following stages:

- Project Kick-Off meeting / Project Initiation Document
- Detailed Project Plan

Benefits

- **Efficient Delivery** - Accurate upfront planning ensures that the project can be delivered on time and on budget and our own best practice reduces time to go-live significantly.
- **Risk Mitigation** - A project initiation document ensures a solid foundation for the rest of project, clearly defining an agreed scope and highlighting any potential risks and an approach for mitigating these.
- **Measured Success** - Defining deliverables allows the success of the project to be more accurately measured.

“Working closely with Eclipse we designed a system that can adapt to our fast changing needs.”
Validus Reinsurance

PHASE 3 “DESIGN” – MEETING CURRENT REQUIREMENTS WITH FLEXIBILITY TO COPE WITH FUTURE CHANGE

Design

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project. The third phase is the Design Phase and is the culmination of all that was learnt during the previous phases by defining how your solution will be configured to meet your organisations business and technical requirements.

Key Deliverables

The Design Phase sees the Eclipse Consultancy team produce detailed design documents in order to efficiently implement the solution. A System Design Document outlines in detail how the chosen solution will be configured to meet your requirements. This is accompanied by an Integration Design Document where applicable, which outlines the integration points between the core application being deployed or upgraded and other required inputs or outputs for connected business systems.

Data Migration documents, user acceptance plans, integration test plans and an infrastructure design review may round off the design phase in order to ensure that any new requirements that may have arisen during the application system design are still in line with the initial infrastructure design.

Deliverables from the Plan Phase may include the following stages:

- System Design Document
- Integration Design Document
- Data Migration Plan
- User Acceptance Test Plan
- Integration Test Plan
- Infrastructure Design Review

Benefits

- **Risk Mitigation** - Accurate planning for data migration, testing and integration ensures that any risks associated with an upgrade or new deployment are appropriately mitigated.
- **Efficient Delivery** - A clearly documented and agreed design ensures a smoother and more accurate configuration or implementation of the proposed solution and avoids potentially costly overruns.

"Involvement in the system build and testing process gave us complete confidence in the system."
Shandwick Intl

PHASE 4 "BUILD" – CONFIGURATION AND TESTING OF THE SYSTEM PRIOR TO DEPLOYING IN A LIVE ENVIRONMENT

Build

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project. The fourth phase is the Build Phase. The Build Phase of the project applies the system design to configure the application to meet the business and technical requirements of your organisation.

Key Deliverables

With 28+ years of system delivery experience we apply our own best practice approach to your solution implementation. Any customizations and integrations are also developed during this phase. A complete system test is carried out and an initial data migration takes place prior to user acceptance testing commencing. By carrying out an initial data migration at this stage, user acceptance testing can be completed on a live snapshot of the data prior to the Deploy Phase.

The deliverables from this phase will include:

- System Implementation & Configuration
- Data Migration
- User Acceptance Testing
- System Installation Document
- Training Documentation & Manuals

Benefits

- **Efficient Delivery** - Implementing the system according to a pre-agreed design ensures your requirements are met and removes the need for potentially costly re-designs or amendments after deployment
- **Satisfaction Guaranteed** - Detailed user acceptance testing ensures that the solution is only deployed when all application, technology and integrations have been tested and signed off to your satisfaction
- **Risk Mitigation** - Multiple data migrations and testing using your own data saves time and reduces risk during the final deployment
- **Smooth Support Transitions** - Accurate documentation ensures a smooth transition to support both for your organisation and for Eclipse

"Eclipse's project management was very impressive and ensured the system went live on time and within budget."
Alpha Plus Group

PHASE 5 "DEPLOY" – WORKING CLOSELY WITH END USERS TO ENSURE A SMOOTH TRANSITION TO "LIVE" OPERATION

Deploy

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project. The fifth phase is the Deploy Phase. The ultimate deliverable from the Deploy Phase is a live working system that has been fully tested and signed off by your organisation.

Key Deliverables

The Deploy Phase is geared towards go-live and as such we first conduct the necessary end user training in order to ensure that you gain maximum benefit from your system. A senior Eclipse consultant typically conducts training but a "Train the trainer" approach may also be used in large multi-site deployments or international implementations.

Final data migration takes place and a go-live checklist ensures that all necessary steps for the switchover to production have been completed and in the correct sequence. A direct or phased approach to go-live may be used but your business can rest assured that right support is in place through this phase. Upon completion of this phase the project is transitioned to our support team as part of the support handover process.

Deliverables from the Deploy Phase may include the following stages:

- End User Training
- Final Data Migration
- Go-live checklist
- Cutover to Production
- Go-live support
- Support Handover

Benefits

- **Ready For Action** - Appropriate training ensures that your organisation is able to take ownership of their solution.
- **Risk Mitigation** - Detailed planning and deployment checklists ensure the transition to production is risk-reduced and carefully controlled.
- **The Right Support** - An Eclipse presence onsite and / or remotely during the crucial deployment stages ensures any potential issues are flagged up early and resolved quickly.
- **A Smooth Transition** - Costly downtime is kept to a minimum by following a clear deployment plan.

"Eclipse's product knowledge and professionalism has been exemplary, we cannot thank them enough."
Computer Sciences Corp.

PHASE 6 "SUPPORT" – PROVIDING THE MOST APPROPRIATE RESOLUTIONS TO TECHNICAL AND BUSINESS ISSUES

Support

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project. The sixth phase is the Support Phase. For us the Support Phase is in many ways the most critical factor to the success of any project. The on-going efficacy of any implementation is measured by its performance over time and the right support for the long-term is vital.

Key Deliverables

Our Helpdesk and Software Enhancement Services department has a mandate to deliver real customer service. The Eclipse Helpdesk is not about 'Call Centre' mentality, but is about real people helping real clients such as you with real business issues. It is about speedy, efficient resolutions to technical and business related issues - thereby increasing efficiency for your business and ensuring the smooth running of your operation.

Deliverables from the Support Phase may include the following stages:

- Problem resolution regarding supported applications and related infrastructure.
- Knowledge transfer.
- SLA's which support your business not hinder – we set ourselves stringent targets but will always take your needs into account.
- Access to minor and major software release and updates.

Benefits

- Access to deep product understanding. Our team is keen to share their knowledge and expertise to enhance your product experience.
- A friendly, efficient support team. We are genuinely interested in understanding your business and its processes.
- Resolution to the satisfaction of the client. Whilst speed to resolution is important to us, finding the correct solution is crucial. You therefore decide when a case is closed to your satisfaction.
- Emergency Contacts Out of Hours. If you need us we're there.

“Very reassuring to have a business partner who can support our continued business expansion for 20+ years.”
Kesslers International

PHASE 7 “OPTIMISE” – REVIEWING THE SYSTEM TO ENSURE CONTINUOUS IMPROVEMENT IS KEY TO ACHIEVING REAL ROI

Optimise

The Eclipse Lifecycle Services Framework is a scalable framework that can be tailored to fit any project. The seventh phase is the Optimise Phase. In order to help your organisation get the most out of your implementation over the long term, Eclipse will work with you in a proactive manner to deliver a number of strategic value-added service offerings. These strategic reviews can be bundled as part of your maintenance and support agreement whilst performance tuning and regular databases audit and reviews can be purchased as one-off or recurring consultative engagements.

Key Deliverables

If there's one thing we've learnt in our 28+ years of solutions deployment it's that organisations develop and change organically over time and new more productive or efficient approaches present themselves. Our range of strategic reviews leverages our experience and knowledge gained from hundreds of solution deployments over the years, adding clear business value to your organisation as your new solution beds in and your organisation develops and adapts to market changes.

Deliverables from the Optimise Phase may include the following stages:

- Strategic System Review
- Strategic Application Review
- Solution Performance Tuning & Optimization
- Database Server Audit & Review

Benefits

- **Always Fit For Purpose** - By working with your organisation proactively we can ensure the solution remains fit for purpose even as business requirements change.
- **Drive Efficiencies** - Your organisation can benefit from Eclipse's experience with other customers in similar sectors or with similar requirements and can identify potential areas to generate further efficiencies and streamline processes.
- **Always Up To Date** - On-going performance monitoring and tuning ensures the solution platform is running at optimal efficiency and is in line with the current changes to technology.

Next Steps

To learn more about our approach to delivering effective solutions please call us on +44 (0)203 866 8800 or alternatively you can email enquiries@eclgrp.com

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