

Typical Process to Become an ASIware Partner

1. Solution Selection Process
 2. Implementation Process
 3. Life Cycle Support Process
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1. Solution Selection Process
 - a. Discovery of potential partner's needs.
 - b. ASIware determines solution.
 - c. Demonstration of solution.
 - d. Official quote provided for solution.
 - e. ASIware Selected as Partner - Quote Accepted
 - f. Contract Settlement.
 2. Implementation Process – This is a typical implementation and may vary on your needs.
 - a. Contract Finalized
 - i. Contract goes to implementation Team
 - b. Basic Data Collection
 - i. Basic lookup list, branch information, company information, user information is collected.
 - ii. Collected through e-mail, phone calls and webinars (if needed).
 - c. Discovery
 - i. On-site or On-Line, webinar, phone calls and e-mails discovery to determine configuration needs.
 - ii. Collection of forms and requirements.
 - d. Initial System Setup
 - i. Standard instance of system is setup.
 - ii. Basic Data is configured.
 - e. Configuration, Review and Test Cases
 - i. Agency specific data is configured.
 - ii. Configurations are reviewed.
 - iii. Agency trained on configured items for the purpose of testing on test cases.
 - iv. Reconfiguration are performed if needed.
 - v. Re-reviews are performed if needed.
 - vi. Re-testing are performed if needed.
 - f. Data Migration (Optional - Additional Add-On Cost for Implementation)
 - i. Data from existing systems are analyzed to see if it is usable.
 - ii. Data from existing systems are transformed and loaded.
 - g. System Administrators Training at ASIware Office (Optional - Additional Add-On Cost for Implementation)
 - i. Agency's system administrator/s received intensive training.
 - ii. Any last minute configuration changes performed and reviewed.
 - i. Go-Live Training
 - ii. ASIware staff comes on-site to train agency's staff.

3. Agency in Life-Cycle Support Process.

a. System Availability and Maintenance

- i. ASIware’s support and development staff performs monitoring and maintenance functions on all production environments to ensure system availability and superior performance.

b. Service and Support

- i. ASIware’s support team provides world class service in a very timely manner. Our partners give us 4.92 out of 5 overall rating in support.
- ii. Our survey numbers for 2015:

Area	Rating
How would you rate the timeliness of the initial response to your issue?	4.90
How would you rate the timeliness of the resolution of your issue?	4.90
Was the problem or task resolved to your satisfaction?	4.86
How would you rate the support representative's ability?	4.95
How would you rate the support representative's professionalism?	4.98
How satisfied were you with the overall service you received?	4.92
Average	4.92

iii. Testimonials can be found at:

1. Website - <http://www.asi-ware.com/>
2. LinkedIn Showcase Page - <https://www.linkedin.com/company/customer-support-not-just-a-vendor-a-partner-?trk=biz-brand-tree-co-name>

c. New Feature Development

- i. ASIware is constantly adding new features to our current products that help us to ensure our systems stay relevant in an every changing world of regulations and needs.

d. Bug Fix/Quality Improvement Development

- i. Bugs and quality improvement is a high priority for ASIware. Bugs as they are identify are analyzed and corrected. Quality improvement happens when we identify a way to make changes within our solutions to improve the user experience.

e. Custom Development

- i. We offer custom development. Request for custom development are presented to partners in a formal project plan proposal.

f. On-Site Backups

- i. On-site backups are performed nightly at the local data center.

g. Off-Site Backups

- i. Off-site backups are performed nightly at an undisclosed data center within the continental US.