Software2

AppsAnywhere Implementation Process

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Contents

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Process Overview

Once an order is placed with Software2, our dedicated projects and implementations team will guide you through the process of deploying AppsAnywhere and the related app delivery technologies.

We'll also support you in planning and designing your software service to meet the goals and objectives of your organization - passing on advice from hundreds of successful customer projects around the world!

The following process flow-chart shows the key project stages, which are then described in full detail.

Initiation
- Customer Goals
- Success Criteria
- Project Timeline

Design
- System Architecture
- Server Requirements
- Deployment Guide

Deployment
- Server Deployment
- Software2 Installation
- System Handover

Training
- Administration
- App Deployment
- Virtualization

Rollout
- Best Practises
- Communications
- Service Desk Training

Support
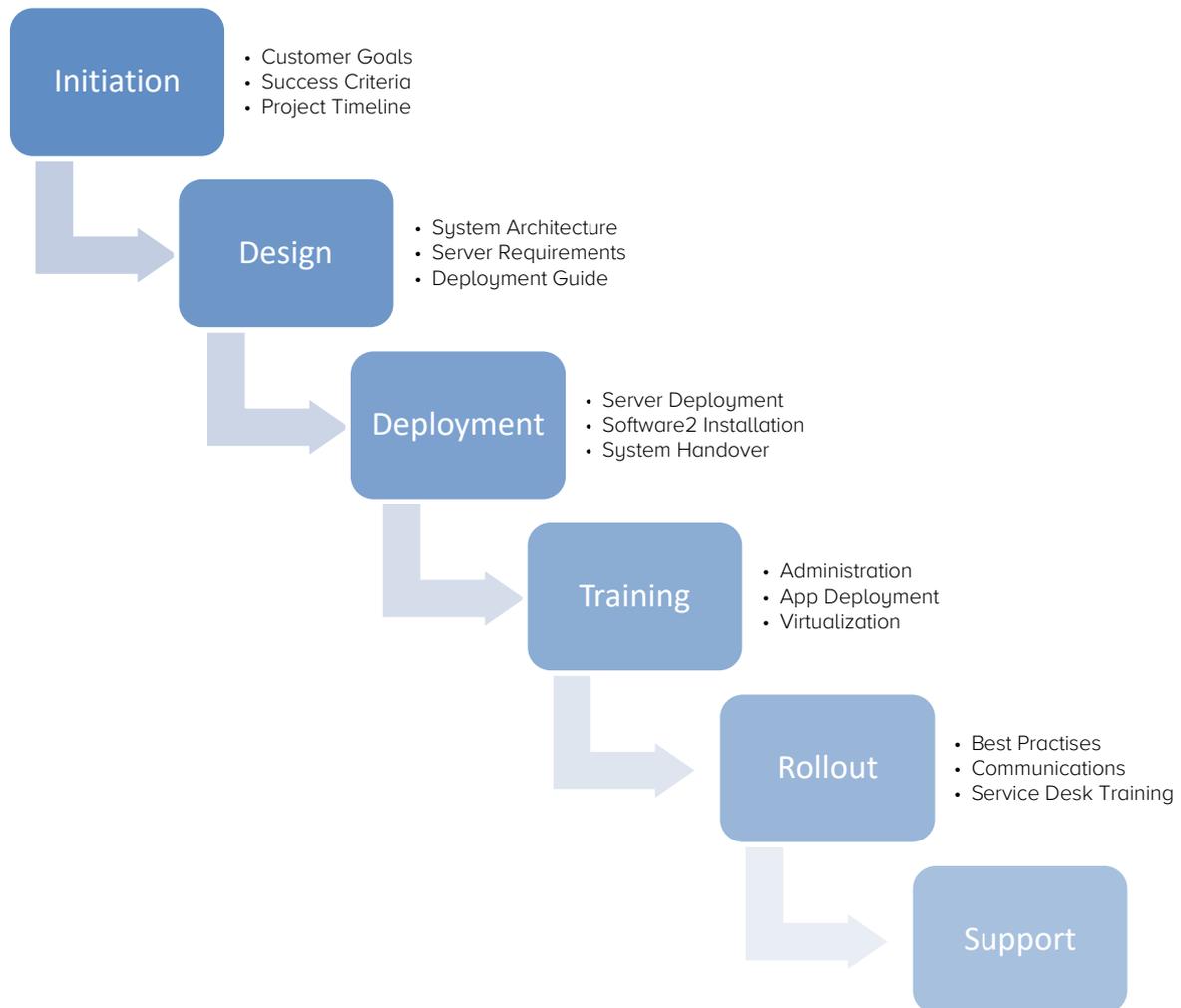
Project Kick-Off

Once an order has been submitted, the implementation project will begin with a conference call between the allotted project manager from Software2 and the project manager within the customer's organisation.

The purpose of the call is to determine the timescales of the project, define any key milestones that may affect the project and understand who will perform key roles and responsibilities.

In addition, the technical requirements will be discussed to assist in the production of a recommended infrastructure specification and design.

Who? Project managers

Duration: 1 hour

Outputs

- Timescales
- Key milestones
- Technical infrastructure
- Roles and responsibilities

Project Design

Following the project initiation call, the Software2 project manager will provide the customer with a top level design for the initial technical architecture of the AppsAnywhere solution. Depending on the size and scale of the deployment, there may be provision for an on-site meeting to discuss the architecture in more detail. It will then be the responsibility of the customer to manage the provisioning of the appropriate architecture in preparation for the pre-installation review.

The Software2 Project Manager will also produce a high level project plan based on the agreed timescales. This will be shared with all stakeholders and will link to all necessary documentation.

Who? Project managers and technical leads

Duration: ½ day – 2 weeks

Outputs

- Architecture design
- System architecture
- Project timescales and collaborative plan

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Pre-installation review

The pre-installation review involves a conference call between the allotted installation engineer from Software2 and the technical lead from the customer's organisation, as well as any other members of the technical team that might be involved in the administration of the systems, as chosen by the technical lead.

The purpose of the call is to work out the logistics for the installation, to ensure everything is in place for a successful install and to arrange for the generation of a license key for the customer. We'll also discuss the initial branding requirements of S2Hub and your institution's service.

Who? Installation engineer and technical lead

Duration: ½ hour

Outputs

- Logistics of the installation
- Installation date and time
- Remote access provisions (if remote install)
- License key
- Branding requirements

Technical installation

On the selected installation date, Software2's installation engineer will complete the initial install and configuration of AppsAnywhere, as defined during the design process.

The technical lead at the customer organisation will shadow the installation so that they have a good understanding of how the systems are installed and how they interact, giving them enough of an understanding to complete basic maintenance of the system. If we have been provided with the relevant materials, we'll use this opportunity to brand S2Hub with your institution's relevant logos and colour schemes.

Who? Installation engineer and technical lead

Duration: 1 day

Outputs

- Fully installed and operational AppsAnywhere infrastructure
- Branded AppsAnywhere Portal

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AppsAnywhere admin training

The AppsAnywhere administrator training can take place as soon as the installation has been completed. This will provide the technical lead, and any other members they have selected, with the knowledge required to fully support the system.

This will include managing applications, provisions, users, restrictions, reports and conducting basic system maintenance. Cloudpaging Player deployment methods will be discussed in this phase.

Who? AppsAnywhere trainer, technical lead and AppsAnywhere administrators

Duration: ½ Day

Outputs

- Fully trained AppsAnywhere administrators

Cloudpaging Studio training

A core element of AppsAnywhere is the ability to deliver 100% of apps. To be able to do this we need to provide you with the ability to package in the Cloudpaging Studio. The training consists of a 2-day course, can include up to 8 people and is aimed at those who will be responsible for the packaging of applications that will be distributed through AppsAnywhere.

Ideally, training should be arranged to take place immediately after the installation.

Who? Cloudpaging trainer and application packagers

Duration: 2 days

Outputs:

- Fully trained Cloudpaging packagers

App Virtualization / Packaging

As part of your implementation of AppsAnywhere there will have to be consideration given to scheduling time for packaging the applications for delivery. Whether this service is delivered with internal resources or by Software2's expert packaging team, the effort required will depend on a number of factors. We'll provide you with best practise guidelines and documentation to help you successfully complete this phase within the time constraints of the project.

Who? Cloudpaging packagers

Duration: TBC

Outputs

- Application packages

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Service delivery

This session provides best practise, practical advice on the rollout of AppsAnywhere to end users. We'll show you example approaches based on the success of other customers, including:

How to organise your apps and present them to end users in a consistent way

A timeline for rollout that you can tailor based on your goals and resources

Examples of user communications and support

How to provide end user support including example FAQs

Tips on the key areas of focus to ensure project success At the end of this session you'll have a number of ideas to help you form a clear plan for service delivery.

Who? Project manager, service manager, lead packager/system admin, user communications lead, user support lead

Duration: 1 day

Outputs

- Plan for service delivery

Roll-out support

In order to support the roll-out of the product, a final day with the installation engineer is provided, on-site, to ensure that the system is fully implemented, has been successfully integrated into the existing user workflow and deal with any issues that may occur. This session is also an excellent opportunity for the AppsAnywhere administrators to ask questions, seek recommendations and utilise the assistance of an on-site consultant in order to really get the best out of their service.

Who? Installation engineer, project manager and AppsAnywhere administrators

Duration: 1 day

Outputs

- Plan for deployment methodology for each type of user

IT Service Professional training

As you prepare to go live and deliver your communications plan, it's important that the Helpdesk/Service Desk is made aware of the project and the impact. We'll provide 2 sessions of training for the helpdesk and 2nd line IT engineers/technicians so they can give your users a competent level of support.

Who? Support professionals, 1st and 2nd line engineers and technicians

Outputs

- Trained helpdesk and 1st/2nd line engineers/technicians

System live and support handover

Once the system is accepted as fully implemented and live, the project will be handed over to the Software2 support team for on-going support and maintenance. Any outstanding issues with the system or its implementation will also be handed over to support at this point.

During this time, Software2's support process will be explained and the AppsAnywhere administrators will be taken through the best way to get support for any issues that may arise.

Who? Project manager, S2 account manager, S2 support analyst and AppsAnywhere administrators

Duration: 1/2 day

Outputs

- Support handover
- Support process document

Project review

Project review days will be utilised to ensure that the initial requirements and benefits of the system, identified at the beginning of the project, are being realised or on the way to being realised by the systems implemented. There will be two or three review days over the first year of use, to ensure that long-term objectives are being met and on-going milestones are being achieved.

Who? S2 account manager, project manager and AppsAnywhere administrators

Duration: 1 day

Remote access

Due to the nature of AppsAnywhere and the types of issues that come about, it's often necessary to have access to the server infrastructure and any other systems related to the issue at hand. This is most prominent should any critical issues arise, where service is being compromised and a resolution is urgent.

We expect each Software2 customer to have arrangements in place for a designated support engineer to gain access to your local systems, should it be required. This can be achieved by using remote access, screen sharing or remote support tools. Software2 can provide a fixed IP address from which support will access, should this be necessary.

Conclusion

Software2 have tailored this approach to implementation over years from a wealth of experience implementing AppsAnywhere. This has proven to be a highly successful methodology for ensuring the success of our implementation projects.

Despite this, we are always striving to improve our techniques and would welcome any feedback that you have with any element of the service you receive from Software2