

Kalido Upgrade Planning Service

Are you ready to upgrade? Have you thought of everything that needs to be done? There's no substitute for good preparation to ensure your upgrade to new releases of Kalido software goes smoothly. Let Kalido Professional Services help make your upgrade a success.

Scope of Work

Planning Session

In a remote session, the Kalido Consultant will work with your team to outline the scope of work during the engagement, discuss expectations and develop a plan for the on-site engagement.

As part of the planning session, the Kalido Consultant will want to work with you to:

- Plan for internal resources
- Understand your architecture
- Identify process flows
- Determine how third-party tools interact with Kalido

The discussion will also address client resources that will be required, timelines and access to system components.

On-Site Engagement

On-site engagements typically last three to five business days and include the following tasks:

- Review business and technical background of the solution.
- Assess current environment to determine risks and impact of the upgrade. Key areas to review include the architecture, model, customizations and operational processes.
- Identify upgrade benefits, including enhancements and bug fixes in the new release.
- Develop an upgrade plan.
- Transfer knowledge about the upgrade processes.
- Conduct a training session on the new features in the software release.



Post-Engagement Deliverables

After the on-site engagement and concurrent analysis of your environment for the upgrade, the Kalido Consultant will deliver a final assessment document and the upgrade plan.

The assessment document will contain a summary of all reviewed items from the on-site visit. The upgrade plan will outline the tasks necessary to perform the upgrade, as well as required resources and high-level timelines. A draft is typically delivered within one week after the on-site work, and a final document delivered within two weeks.

Finally, the Kalido Consultant will conduct a remote session with your team to review the content of the assessment document and upgrade plan and answer any questions.

Fees

The Upgrade Planning Service is priced per Kalido product, with discounts offered for analyzing multiple products in a single assessment, plus travel and related expenses for Kalido consultants. Please contact your Kalido representative for current pricing.

About Kalido

Kalido delivers industry leading solutions for turning bad data into meaningful business information. Developed through years of successful best practice implementations, Kalido's robust, business-model driven information management engine governs data across the enterprise and automatically feeds information to industry standard BI platforms. Kalido software is implemented at over 250 locations in more than 100 countries with market leading companies.

To learn more about Kalido's solutions, please visit <http://www.kalido.com>.

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