Technical Services Available from Amgraf

Amgraf's software products have hundreds of built-in features and functions to solve almost any forms-related problem. Even so, there are times when extra help is needed to make a seamless interface, to import data from embedded systems, or to speed up an implementation schedule. We take great pride in our ability to provide strong technical support to assist our customers in realizing the most value from our software. The four categories of service available from Amgraf are:

1. **Software Maintenance**

2. **Training Services**

3. **E-Forms Design and Hosting Services**

4. **Software Development Services**

All Amgraf software products include a one-year warranty. While under warranty, customers have immediate and unlimited access to Amgraf's Service Department help line, free software updates and patches, new software releases, and much more. After the warranty expires, customers are able to extend these services annually by purchasing a Software Maintenance Agreement.

Training Services are provided to assist new users, or to help established users, get started with our software. Amgraf provides weekly classroom training in Kansas City, interactive web-based training at scheduled times, and onsite training under special arrangement. Several standard courses are offered to end-users of our MECCA and OFDP products, depending on the customer's intended application of the software. System Administrator and System Programmer training courses are also offered on a case-by-case basis.

Technical Services are offered to help customers with e-form fielding and scripting, form design and layout, data capture, software installation and networking, and other tasks that are best performed by a knowledgeable user of Amgraf software. We can provide outsourcing services to assist in peak periods and handle overflow work on-demand.

Amgraf also offers custom software development as a service. Amgraf's programmers and system designers are able, on a project basis, to provide Development Services to assist customers who utilize our standard software products and need to have custom features, enhancements, or interfaces.

To insure that all parties collaborating in a development project are successful, and to keep schedules and budgets under control, we have adopted a proven methodology outlined as follows:

1. **Interview and Audit**
2. **Technical Specifications**
3. **Allocate Resources**
4. **Develop and Test**
5. **Solution Delivery**
6. **Documentation**
7. **Training**

Interview and Audit

The process begins with the Interview and Audit. Non-disclosure agreements are usually executed during this phase. Here we learn what needs to be developed, and the details of what is already in place. The purpose of the audit is to construct a list of hardware, software, databases, connections, sites and locations, personnel and their expertise, goals and objectives, directives and constraints, and establish an approximate schedule for the project. Some projects are easy to assess and the Interview and Audit can be accomplished through a conference call or a short meeting. Other projects require multiple visits and confirmation meetings to determine the project scope and responsibility of the team members. In most cases, Amgraf does not charge customers for this initial phase of a project. If it is likely that a successful custom project can be cost/time justified, Amgraf prepares an engagement letter for the customer outlining the terms of the project, starting with a Technical Specification. Upon receipt of an order from the customer, a Project Manager is assigned.

Technical Specifications

Amgraf next prepares a written preliminary Technical Specification describing the development effort. When customer or third-party members are involved, each member's responsibilities are outlined. This document usually includes sample menus, dialog panels, data table/field names and attributes, charts and diagrams, workflows, milestones, and schedules. The Technical Specification is used to guide software development and testing, implementation, and for ongoing maintenance and support. Several revisions to the Technical Specification may be needed before the program coding effort can be started.

Allocation of Resources

Upon acceptance of the Technical Specification, Amgraf proceeds to allocate its resources, both professional and technical, to meet the agreed-to schedule. If equipment, test files, or other components are needed, the items are acquired and configured for the benefit of the project.

Develop and Test

The next phase is to actually develop and test software code. For large projects, there may be several "milestones" along the way. When a milestone is completed and tested by the Developer, it is then re-verified by the Project Manager. If it functionally conforms to the Technical Specification, it is usually forwarded to the customer for testing and comment. It is not uncommon for this process to repeat several times as problems are discovered and minor changes are requested. When everyone in the project team is satisfied with the software and its operation, that milestone is accepted and the developers move on to the next task as described in the Technical Specification. Amgraf's standard policy in custom development projects is to sequentially complete a milestone before beginning the next milestone.

Project Delivery

A "Solution Delivery" is the intended result of a custom development project. This is the culmination of the development effort and includes all the milestones described in the Technical Specification. To meet the final objectives of the project, in most cases individual modules of the software must coexist and communicate according to the Technical Specification, and function seamlessly with Amgraf's standard software products. The Delivery phase also can lead to new concepts and uses not initially anticipated by Amgraf or its customers.

Documentation

User and Maintenance Documentation sets are typically prepared at the end of a custom development project.

Training

User and administrative training sessions are typically provided at the conclusion of a custom development project.