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Introduction

Software solutioning is a process of understating the business problem and then translating it into successful Enate solution.

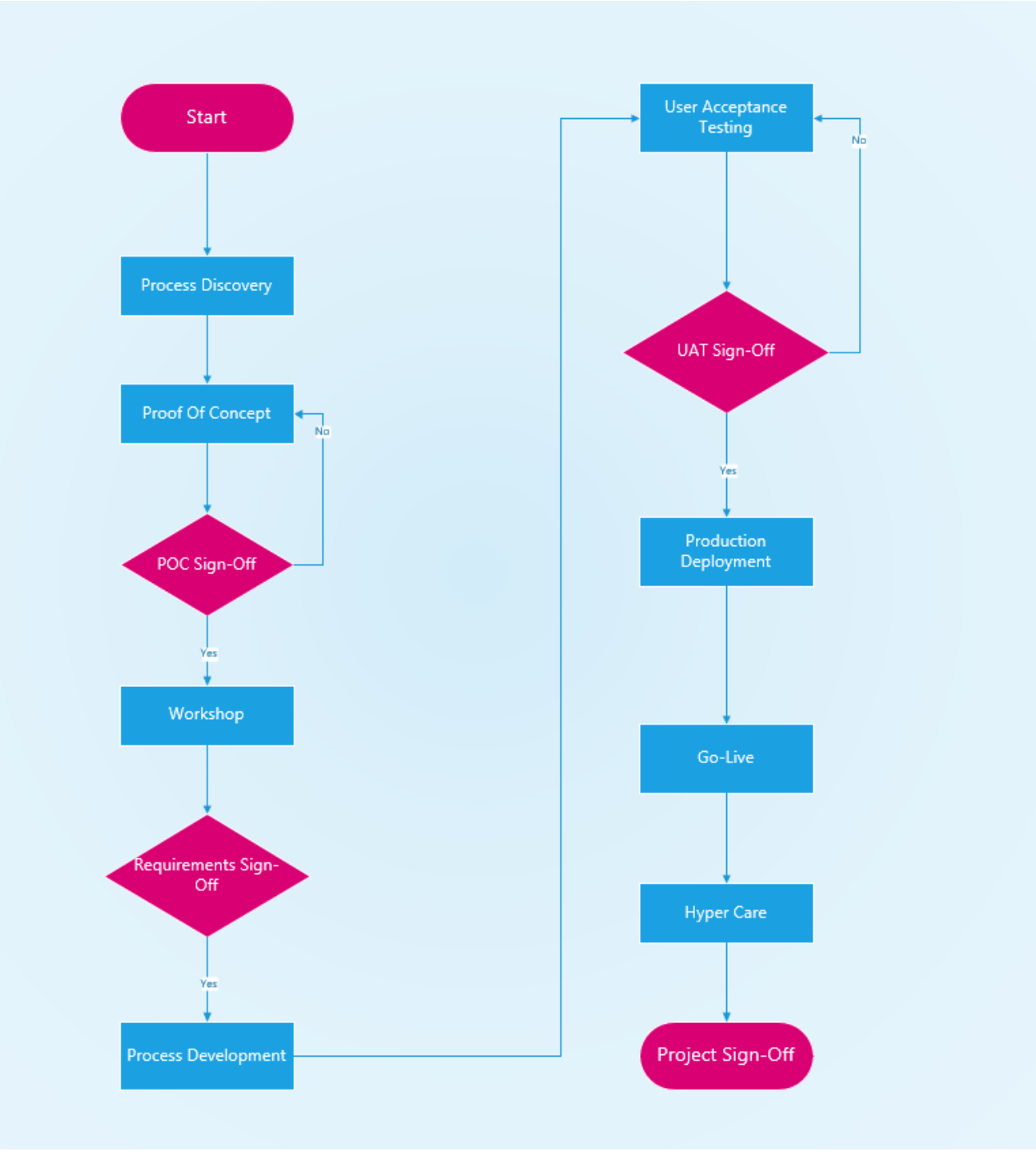
A successful solutioning requires collaboration with Process heads, Process Owner or Stakeholders, business analysts, technology leader, IT head and internal business and technology partners to understand the existing business process and translate it into a solution in Enate.

A successful solution should address most of the issues faced by the business through Enate. The solution should also enable the business to see better TAT, accountability and predictability. These benefits will in turn help the company in driving their business to next stage.

This document describes the typical phases/stages that Enate follows. It describes the steps involved in each of the phases/stages. For a successful, timely and accurate implementation of a project the steps and checks that are mentioned in this document must be followed.

Solutioning Flow

Below given diagram shows the various stages of Enate solutioning and its workflow. We will describe each stage in detail future below.



Phases of Enate Solution

Below listed are the typical phases of solution delivery. Every business process which must be on-boarded as solution in Enate has to go through each of these phases for a timely and accurate deployment of the project.

1. Process Discovery
2. Proof of Concept
3. Workshop
4. Process Configuration
5. User Acceptance Testing
6. Production Configuration
7. Go-Live
8. Hyper Care & Support Handover

Process Discovery

Process Discovery is a stage in which we learn about the process that needs to be implemented in Enate. In this stage we only try to learn about the process in a high-level view and try to analyse if this can be implemented in Enate.

In this stage the primary goal is to understand existing 'as-is-process'. Enate's representative must make sure that he gets the information and documents the existing process in fullest details, including its business goals, Scope , Output ,target users, current bottlenecks and perceived fit for Enate. We must also make sure that all the concerned departments, teams and stake holders are providing all inputs on the currently running process.

The goal is to not only understand what is relevant for Enate, but also to get the business objective of the process. By understanding existing process, you will be able to spot the **risk**, **gaps**, **opportunities** and **scope** of the solution even before project is implemented. While doing the process discovery it has be made clear to customer that this is a process discovery stage, and everything may/may-not be implemented in Enate. A final sign-off about the solution should clearly state what will be and will NOT be in Enate.

Proof of Concept

Proof of Concept is a stage in which we demonstrate the as-is-process as a concept level implementation in Enate.. In this stage, we show how Enate provides solutions for the challenges faced by the business and map the outline of the same . Proof of Concept is an important step in gaining confidence with customers as well as assessing the feasibility of the implementation. To complete Proof of Concept, a demo should be given of the prior agreed key parts of the process on Enate. After the Proof of Concept demo is given a sign-off must be taken with the stake holders.

While developing Proof of Concept, one must first implement all the points that client has asked to be demonstrated apart from this, one must also try to make a complete workflow so that demo can give holistic view of the process.

It is very common for the process owners and business leaders to share new sets of details and requirements in this meeting, this will be the first time they will be seeing their process mapped on Enate. A consultant should note down those details and make sure the key parts of the product are demonstrated.

This meeting can also be used to demonstrate other features of the software which are relevant to the process. But a POC demo should make sure that all the agreed risk/proof areas are demonstrated in a live environment and the customer has to sign-off that all proof points are proved in the same meeting.

Workshop

A workshop is one of the most crucial part of the implementation journey. A workshop is conducted when both customer and Enate have agreed upon the process to be implemented and the POC of the same is signed-off by the customer.

The main objective of a workshop is to understand the business process that needs to be implemented in Enate. In a workshop every detail of the process like its workflow, RPA dependency, number of users, their region, data to be captured, Reports to be Developed, data confidentiality, business context and importance must be discussed and their implication on Enate understood.

In a workshop every detail of the process must be documented and the whole workflow must be understood by Enate's consultant. In a workshop we try to get the details of process with the focus of implementing it in Enate. Unlike a process discovery, in a workshop Enate's consultant must drive the meeting and get details of the process which must be implemented on Enate as well as get answers for other information which is required to implement the process in Enate. In a customer's as-is-process there can be several elements which might be missing to implement the process in Enate. In a workshop Enate consultant must explain software dependencies to the business owners and get answers as to how they want it to be implemented in Enate which should help Bot the client and Enate.

A workshop should end with Enate's consultant fully understanding the business process and having the process recorded in some form of white board or mock-ups which can be converted into formal process flows later.

Process Development

Process development is the phase in which we implement the business process in Enate software. To start the development process, one must have a sign-off of the scope of the development and the plan along with timelines agreed by both the parties.

During the process development a swim-lane diagram of the process must be created which will describe the activities and workflow of the process. This swim-lane along with any other document must be shared with customer for approval. The swim-lane diagram must be used as a reference to develop the workflow in Enate.

Process development can span over several days to weeks, and there might also be dependencies on other teams (both internal and external) like RPA team, Reports Development team. These kinds of external and internal dependencies must be considered in the planning of timelines for executing the process development.

The development of the process must happen in a development environment which has to be agreed with the customers. Also, the development environment must be of the same version of Enate in which Production will be deployed. Every aspect of the development and process in it must be communicated to customers regularly.

Process development is considered complete when all the unit test cases are passed and the workflow can run successfully in Enate.

User Acceptance Testing

User Acceptance Testing is the phase in which the business process which was implemented in Enate will be tested by the end users for its validity and completeness. In a UAT every part of the implemented Enate process has to be tested by end users who will be using the system. Getting the solution tested by end users is crucial step in getting the project sign-off.

To perform a successful UAT one must have prior written test cases which needs to be executed during the UAT. Based on the success/failure of these test cases, stake holders assess whether the solution can be signed-off or not. UAT of the solution must be performed with real world scenarios and data. Out of the scope scenarios and good to have features should not be part of the test cases.

While performing UAT one must always try to focus on the prior agreed test cases and new test cases can be added with proper approval. UAT is said to be completed when the agreed test cases are passing, and an agreement is taken about the failed test cases which are not a blocker. A UAT sign-off from the customer is mandatory to proceed with the next stage of the development.

Production Deployment & Go-Live

Production deployment is phase a in which we replicate the configuration that was signed-off in UAT in a production environment. A production environment is an Enate instance where actual business process is implemented for end users to use.

During production deployment we copy the exact same configuration from UAT to Production business use. The configuration migration is a manual process and one must be very careful while replicating the exact same configuration that is present in UAT onto the production environment. After the configuration is done, selected set of users must run test packets in the production environment and validate all the test cases that was run in UAT. This validation may take several days and should be ideally be done using real-world data and scenarios.

After the validation a formal sign-off and Go-Live date must be approved by the business stake holders for Enate to go live. On the Go-Live date business users will use Enate to run their business process in Enate.

Hyper Care & Support Handover

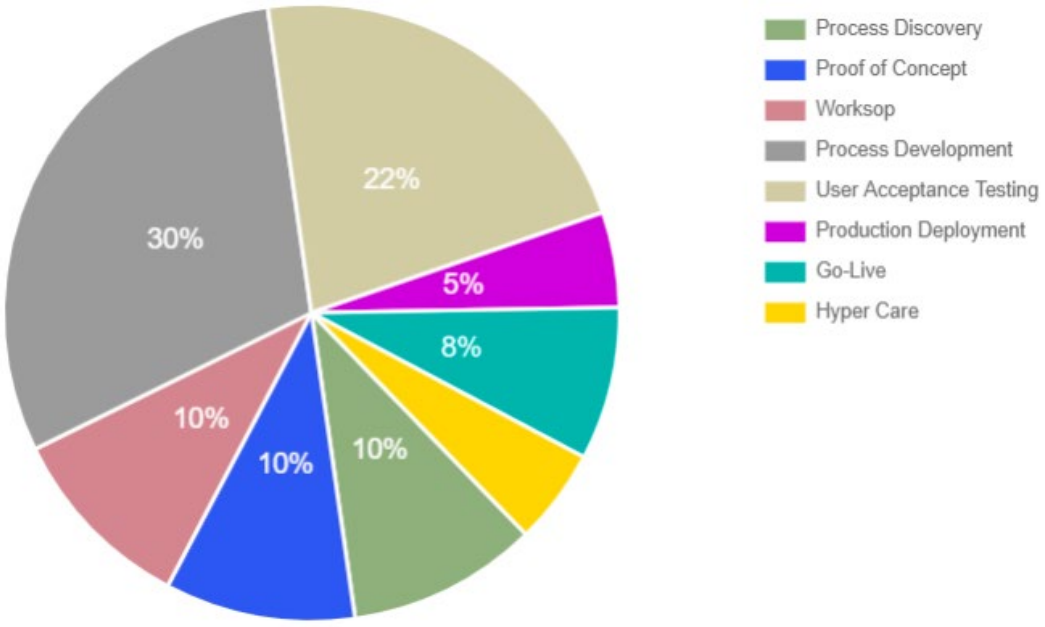
Right after the project goes live the implementation goes to Hyper care for a specified number of days. During hyper care the team must monitor the platform regularly for errors or issues and if customer raise any issues then those must be looked at with utmost importance. These issues must be properly prioritized and fixed as soon as possible.

In hyper care we look for issues which can stop the business or issues which can affect the productivity of the team and if found any, we must fix those issues with a quick turnaround time

This should also be utilised to introduce the support team and redirect/educate them to create support tickets for the issues.

Typical time share of solutioning stages

The below diagram represents typical amount of time share of various stages of Solution development. This is the average amount of time observed across the projects that have run in Enate. This timeshare chart can be used as a refence to do project planning and timelines communication.



Conclusion

The overall goal of any Enate solution is customer happiness. We deploy Enate for customers to make their business easy, predictable, and accountable. Customer satisfaction and happiness is the goal of any Enate solution. Above mentioned steps will help you in achieving those in a timely and accurate manner.