

## Professional Services

### Design & Deployment

#### Amplify the Value of Your Critical IT Assets

ShoreGroup's IT design and deployment professional services transform technology into solutions that drive business success.

#### Supported Technologies

- Collaboration
  - Unified Communications
  - Unified Contact Center
- Enterprise Networks
- Cloud
- Data Center
- Security

At ShoreGroup Solutions, our measurement of IT deployment success goes far beyond on-time completion and a streamlined technology introduction. Our goal is to make you and your business successful. We do this by producing solutions that enable you to innovate, increase customer satisfaction, maximize productivity, improve agility, and reduce costs.

ShoreGroup's unparalleled results are driven by our proprietary Navigator and Compass methodologies. These methodologies have been honed over the course of performing thousands of successful deployments. We begin by learning about your requirements, objectives, and desired business outcomes. We then leverage our deep engineering expertise and portfolio of industry-leading technologies to recommend, design, and deploy the best solution to achieve them.

**ShoreGroup's unique service approach and business focus are proven to deliver a great customer experience while ensuring project and solution success.**

#### Navigator

ShoreGroup's Navigator methodology targets the demands of large, complex, or global deployments where detailed discovery and requirements gathering is key to success. Navigator ties requirements directly to the design and desired business outcomes early in the definition stage.

This relationship is then updated as new requirements are discovered during the project lifecycle. Navigator ensures the solution design meets your objectives before the first component is built or configured.



## Discover

ShoreGroup starts by gaining an in-depth understanding of your organization's business objectives and operational requirements. Our team will then conduct a holistic review of these requirements and survey your current environment with a focus on improvements. With this information, we generate a Traceability Matrix that identifies the technology, infrastructure, and business processes necessary to achieve your goals. As part of the discovery phase, we also perform a gap analysis to identify whether your existing infrastructure is equipped to support your needs.

## Design

Our engineers will map your business and operational requirements to architectures and specific technology capabilities. This creates a blueprint that defines your solution and identifies how it will support your current and future needs. Each component of the design ties back to the Traceability Matrix to ensure that all business and technical drivers are addressed. We also leverage best practices and industry expertise to optimize the solution architecture for availability, performance, scalability, and security.

## Build

Using the design blueprint, we configure the selected technologies to build your solution. This process includes rigorous unit and stability testing to ensure the solution is operating as designed. Your team will have the opportunity to participate in the build and learn new skills, so they're prepared to manage and operate the solution once deployed.

## Validate

We perform validation testing on the complete solution to confirm that it meets the requirements defined in the Traceability Matrix. This includes component level, application level, and customer acceptance testing. We work with you to define customized test cases that align with how employees and customers will use the solution to ensure it's ready to go.

## Implement

Once the solution is validated, we deploy it in your environment following a well-defined plan. This includes staffing, required production testing, and back-out processes. ShoreGroup provides comprehensive operational support throughout the deployment process to ensure a seamless and successful technology implementation without business disruption. We also provide training to accelerate user adoption and business results.

## Transition

Finally, we ensure that the solution is fully transitioned to your internal support process or our ShorePatrol Managed Services. This promotes a smooth shift from implementation to ongoing operation and guarantees that your solution will be reliable from day one.

## Compass

ShoreGroup's Compass methodology is well suited for agile or rapid implementation of new technologies, or to support the expansion of existing technology solutions. Ideal use cases include projects like a wireless LAN or a unified communications rollout for a single building or campus environment.

Compass takes an iterative approach to the design process by combining discovery and requirements gathering with solution design. With a strong vision of the desired end state and business outcomes, solution design is optimized. Activities accelerate during the build process for faster completion with less risk. Deployment of the solution is completed in smaller waves or sprints to enable the team to make course corrections along the way. This ensures that the project meets your requirements and is delivered on time and within budget.

