

# SMT WORLDWIDE

 PART OF INCORPORATECHNO



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# Software Service & Consulting

Ensures rapid and controlled deployment for first installations or pilot projects.

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## Target

- New customers
  - First deployment
  - Pilot projects
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## Includes

- Basic software installation and configuration
  - Initial validation (functional check)
  - Basic line connectivity
  - Remote support during go-live
  - Standard documentation and handover
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## Operational Approach

- Fast
- Low risk

## Objective of Service Packages

To provide a structured and scalable service model supporting implementation phases from initial deployment to multi-site rollout with governance and standardization.

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## Benefits

- Accelerated go-live
  - Reduced implementation risks
  - Improved adoption
  - Structured scalability
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## Scope of Application

- Industrial software deployment
  - Pilot projects
  - Multi-line / multi-site rollout
  - Digital transformation programs
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## Structured in Three Levels

- Essential
- Advanced
- Enterprise

## Common Methodology

### 1. Kick-off

- Definition of objectives
- Scope definition

### 2. Implementation

- Configuration / integration

### 3. Validation

- Go-live + stabilization

### 4. Adoption

- Training and real use

### 5. Evolution

- Scaling to next level
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## Roles and Responsibilities

- MSTECH team: implementation and support
- Customer: validation and adoption
- Project Manager: coordination
- Consultant (Advanced / Enterprise): continuous optimization