

Our Professional Services

Our Professional Services department can provide Assessment to Technical Consultancy and Project Management. Designed with you in mind, each service can be tailored to your business. Simply select the services you're interested in and get in touch with your sales representative for further information and pricing.

Audit & Assessment

- Asset Register
- Proof of Concept
- Implementation PreparationPrint and Document Management
- Business Process Consultancy
- Optional Services

Pre Sales Solution Support

- Tendor Support
- Software Demonstrations
- Proof of ConceptModel Office
- Solution Design

Project Management

- Co-ordinate & Implement
- Prepare, Co-ordinate & Implement

Change Management

- ConsultancyTraining Needs AnalysisChange Needs Analysis
- - Awareness SessionsAwareness Collateral
- Training

 - Quick Reference GuidesHardware Key User TrainingMFD Administrator Training

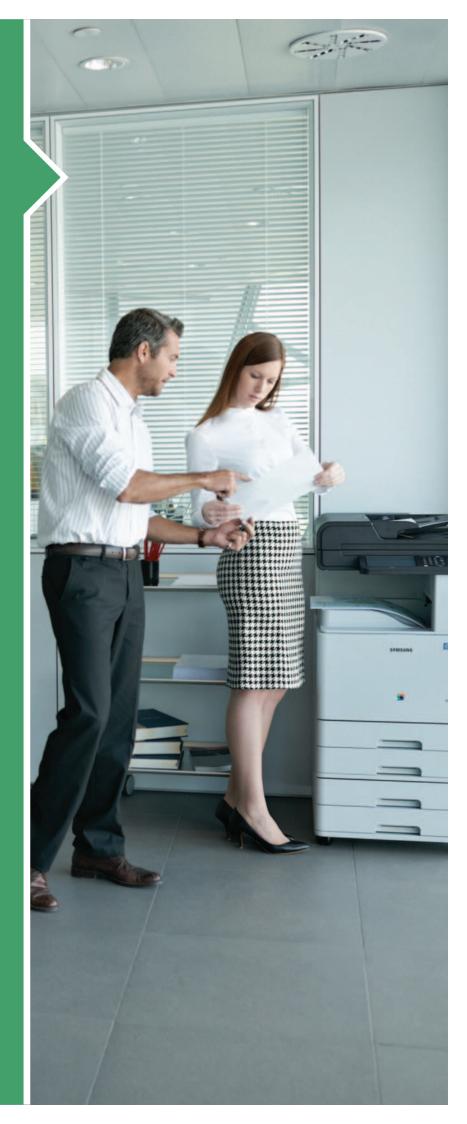
 - Software Key User Training

 - Floor CoachingCoaching for Champions

- Sample ProductionSolutions Demonstration
- Bespoke Configuration and Training
- Solution DesignColour Profiling
- Colour Management Training
- Third Level Support

Post Sales Solution Support

- Dedicated Software Support Desk
- Server/Hardware/Network Configuration24/7 Support
- Bespoke Application Integration



Audit & Assessment

Audit and Assessment helps you to understand the true costs associated with your current printing and imaging fleet.

We look at your document driven business processes and impacts, including disaster recovery and business continuity planning, recommending improvements where possible and helping you to drive out inefficiencies, automate manual errorprone processes, and reduce operating overhead costs.

By understanding the current 'as is' state, as well as your future organisational requirements, we can reliably define the achievable benefits from any 'future state' designs, which may also involve outsourcing.

What we offer:

1. Basic Assessment

A summary report is provided detailing your current costs for networked printing and imaging devices based on industry average assumptions, and Danwood's own audit data using a remotely installed SNMP based tool deployed on your network for a minimum of 4 weeks.

- Network discovery utilising data from DNA
- Total cost of ownership report using industry averages

2. Full Audit

A floor walk of your sites is undertaken to map discovered networked devices and additional non-networked devices to digital floor plans, in real time, using industry leading software and tablet technology. For less accessible satellite locations we use the latest cloud based software to allow you to map devices directly to digital floor plans. We will provide an interactive summary presentation including both end user feedback collected from a web-based survey, along with total cost of ownership information for the current fleet using your own actual expenditure data.

- Network discovery utilising data from DNA
- Device Mapping On-site
- Device Mapping Remote
- User Consultation Web
- Total cost of ownership information using your actual data

3. Asset Register

Verification of your existing asset register highlighting changes since the previous asset register was conducted, and providing up to date records and floor plans to assist service delivery, with all assets correctly labelled, tagged and identified as either in or out of project scope.

- Network Discovery
- Device Mapping On-site
- Device Mapping Remote

4. Proof of Concept

An audit and redesign of a small sample of your estate to demonstrate the proposed solution is designed and delivered for end user and IT testing and analysis.

- IT Objectives
- Business Objectives
- Print Policy Design
- Future State Design
- Technology Design

5. Implementation Preparation

A full design based on your actual requirements is provided confirming and updating the business case, ensuring end user buy-in has been achieved prior to implementation, confirming the IT and operational design and providing a baseline for change management.

- Network Discovery
- Device Mapping On-site
- Device Mapping Remote
- IT Objectives
- Business Objectives
- Print Policy Design
- Future State Design
- Technology Design

6. Print and Document Management

Review of your internal, outsourced and specialist print production facilities, together with analysis of related costs and associated risks. We identify where costs can be reduced and provide recommendations for smarter procurement, and efficiency savings.

- Analysis of spend including stock exposure
- Analysis of suppliers including capabilities and services provided as well as supplier contracts
- Analysis of document types and how they are printed
- Analysis of print policy
- Review of in-house capacity and capabilities
- Customer satisfaction for in-house and external suppliers

7. Business Process Consultancy

Review of your document driven processes within specific departments including HR, Accounts, Legal, and Mail Room, for example, together with an analysis of associated costs and risks. Identification of potential cost reductions, improvements in efficiencies, waste reductions and ineffective process that could be automated.

- Identification of the requirements of the process(es) including compliance issues,
 KPI's and SLA's
- Discovery and documentation of the current process(es) to capture the current state
- User interviews and workshops
- Establish inputs, outputs, roles and responsibilities
- Establish volumes and types of documents processed
- Analysis of the process(es)
- Assessment of the effectiveness and suitability of current hardware and software solutions



Audit & Assessment Optional services:

Network Discovery

Discovery of networked print and imaging devices using a SNMP based tool deployed on your network for a minimum of 4 weeks.

Device Mapping – On-Site

On-site mapping of discovered networked devices and additional nonnetworked devices to digital floor plans, in real time, using industry leading software and tablet technology.

User Consultation (Web based)

requirements for print, designed to promote inclusivity and natural buy-in.

User Consultation Face-to-Face

A custom on-line questionnaire jointly designed with you and published to all users, supplemented with 1-2-1 interviews and workshops with key stakeholders.

User Behaviour DiscoveryA print server monitoring tool to gather details about users print behaviour including;

- Volume per user, document type including web browser output
- Filename (optional), time of day
 Repeat print

IT Infrastructure Discovery

Detailed view of IT infrastructure and operational, technical and service related issues.

Total Cost of Ownership – Industry Averages

Total Cost of Ownership for your current fleet based on industry average assumptions and Danwood's own audit data.

Total Cost of Ownership – Customer ActualsTotal Cost of Ownership for your current fleet using your own financial data.
Where data is not available an agreed set of assumptions will be used.

Environmental Analysis – Industry Averages
Establishes the actual CO2 emissions and power usage of the current fleet and therefore the environmental impact based on industry averages for the model types discovered during the audit process.

Environment Analysis – Customer Actuals

Establishes the actual CO2 emissions and power usage of the current fleet and therefore the environmental impact using your own data for the model types discovered during the audit process.

IT Objective Documentation

Agreement and documentation of the IT considerations within a print improvement project and understanding of IT processes affected by the project.

Business Objective Documentation

Agreement and documentation of your business and financial objectives which will form the basis for measuring project success.

Print Policy Design

Consultation and design of a print policy that provides the governance for meeting your business and strategic objectives.

Future State Design

agree sign-off prior to installation.

Technology Design

Network and infrastructure design for proposed new applications and infrastructure configuration.

Pre-Sales Solution Support

Software solutions are becoming more integral to your business and more complex and, as a result, the need for technical expertise is fundamental.

Our consultants have extensive knowledge of software solutions and IT technologies, enabling a detailed analysis of your business requirements and IT infrastructure to be carried out, allowing the creation of solutions tailored to your requirements.

What we offer:

1. Tender Support

Technical input, in the form of advice and technical know-how from a Pre Sales Solutions Consultant during the tender process, ensuring the right solutions are included and meet with your objectives and requirements.

- Dedicated Consultant to review the tender, raise clarification questions and research various options
- Solution identification
- Design and pricing of identified solution
- Technical responses to specific questions demonstrating how the proposed software solutions support your business requirements

2. Software Demonstrations

A hands-on interactive demonstration of the concept of the proposed software solution bespoke to your requirements.

- Face-to-Face Demonstration
 - Set up of showroom and appropriate solutions tailored to your requirements
 - Overview of all available solutions within the portfolio
 - Hands on demonstration of the proposed solution led by a Consultant
- Online Demonstration
 - Set up of webinar and appropriate solutions tailored to your requirements
 - Overview of all available solutions within the portfolio
 - Demonstration of the proposed solution led by a Consultant

3. Proof of Concept

Installation of the proposed solution within a department or small group on a site of your choice for an agreed period of time, to allow you to assess the technology within your business, and separate to your main IT infrastructure and business systems ensuring minimal disruption.

- Success and failure criteria for the proof of concept established
- Co-ordination and delivery of the proposed solution onsite (usually for 1 week)
- Pre Sales Solution Consultant to take ownership of the installation and ensure objectives and success criteria are achieved

DID YOU KNOW...

One in four businesses recently surveyed identified audits as a key objective for their business.

4. Model Office

A prototype Model Office that reflects the proposed environment as closely as is practically possible; allowing you to assess the effectiveness of the proposed solution, validate the configuration of the system and to facilitate user acceptance.

- Creation of test plan using the output from the proof of concept
- Consultant to co-ordinate the installation ensuring objectives are achieved
- Measurement of results against the agreed test plan

5. Solution Design

Creation of a solution design to confirm project scope, summarise the solution and detail your requirements and key dependencies, providing a guide for the implementation team and a baseline for the solution.

- A Consultant will carry out thorough meetings and discussions with all key stakeholders
- Documentation of solution and creation of a Design Plan
- Sign off and agreement of Design plan



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Project Management

Project Management provides control to ensure risk, scope and progress are managed affectively. Our Project Management Methodology is based on the PRINCE2 (PRojects IN Controlled Environments) methodology. It has been tailored to meet our specific needs and includes three distinct project phases - Initiate, Deliver and Close - with accompanying management and specialist templates and standards. We can advise and support all aspects of project management regardless of your business size or sector.

What we offer:

1. Co-ordinate

Basic co-ordination of hardware, software and resources for basic installations of either sub 50 devices without software or sub 25 devices with 1 embedded software product and Danwood DNA (DCA) only.

Scope, risks, assumptions, dependencies and budgets will not be managed – If this is required you will need a managed project.

- A Project Implementation Manager to oversee the activities and aid a smooth remote installation of the solution
- Liaison between Danwood functions and your key personnel
- Handover to BAU upon completion of implementation

2. Co-ordinate & Implement

Co-ordination and implementation of hardware, software and resources and an onsite presence for basic installations of either sub 50 devices without software or sub 25 devices with 1 embedded software product and Danwood DNA (DCA) only.

Scope, risks, assumptions, dependencies and budgets will not be managed – If this is required you will need a managed project.

- Project Implementation Manager on site for key installations to co-ordinate activities and deployment of the solution
- Liaison between Danwood functions and your key personnel
- Handover to BAU upon completion of implementation

3. Prepare, Co-ordinate & Implement

Preparation, Co-ordination and Implementation of hardware, software, and resources, and an onsite presence for basic installations of either sub 50 devices without software or sub 25 devices with 1 embedded software product and Danwood DNA (DCA) only.

- Project Implementation Manager (PIM) on site pre-installation to verify site design, carry out connectivity checks and complete a site survey
- PIM on site for key installations to co-ordinate activities and deployment of the solution
- Liaison between Danwood functions and your key personnel
- Handover to BAU upon completion of implementation

4. Manage

Preparation, co-ordination, implementation and management of a project by a dedicated Project Manager for larger projects requiring complex management across a variety of work streams.

We control the project ensuring tasks get done in the right order and at the right time, as well as planning ahead and identifying potential risks and issues, with a strategy to mitigate and manage them.

- Additional to Services 1, 2 or 3 as selected
- Project 'kick off' including Project Initiation Documentation and Project Plan
- Management of risks, assumptions, issues, deliverables, actions, stakeholders, roles and responsibilities, and scope
- Communications plan including project meetings/calls and highlight reporting
- Co-ordination of specialist functions including, but not limited to, Logistics, Service Delivery, Technical and Change Management
- Professional change control and authorisation processes
- Formal project closure and handover to BAU, including End Project and Lessons Review and Report ensuring Critical Success Factors have been satisfied

5. Consult

Health Check

A holistic review of an in progress project that has hit difficulties; includes the production of a gap analysis and recommendation report of measures required to get your project back on track.

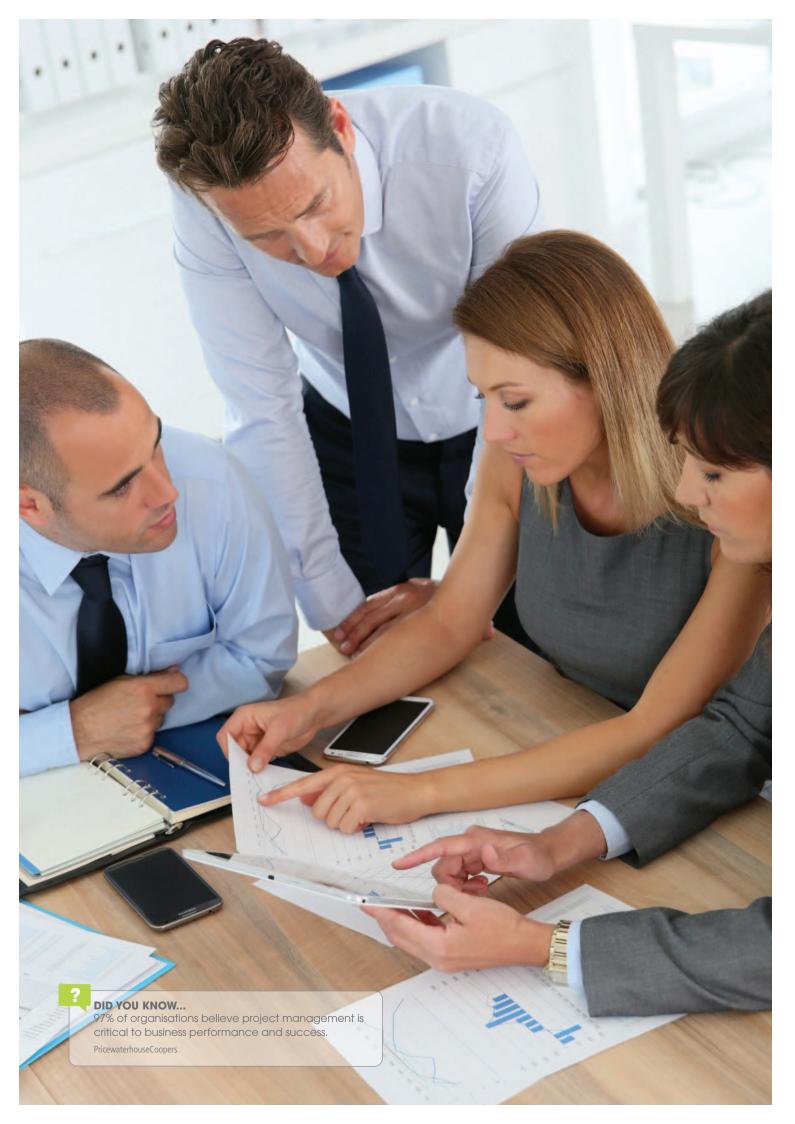
Advice

General advice and consultancy to ensure new projects are set-up correctly, including: 'Things to consider', Project Planning, Capacity and Capability reviews, Requirements development, Service Design, Stakeholder Analysis, and Tender support.

Set-Me-Up

Designed for customers transitioning to a more formal and structured project management capability. The Set-Me-Up service helps organisations set up a project management capability including: templates, processes, controls and governance structures.

For projects that have run into problems we can provide a Rescue Service, where services are bundled as required.



Change Management

Change Management enables a smooth transition where a change in technology, policies or processes has an impact on current working practices. Incorporating new technology into a business is best accomplished when supported by the design of a bespoke change management plan. Our Change Managers are afforded full manufacturer and software vendor support to provide solutions that meet your individual needs.

We provide dedicated consultancy and can support meetings with key stakeholders to carry out a Change Needs Analysis. This will identify user's needs, prior knowledge and ability, address any concerns about your project and help to develop an appropriate Communications & Change Management strategy.

When planning for change, it is good practice to consider the varied learning techniques and communication options available to best suit your end users. Change will be more effective if it meets individual needs as well as overall business requirements. Our aim is to develop a blended experience that will help achieve this.

What we offer:

Consultancy

1. Training Needs Analysis

A Training Needs Analysis is recommended where a change in technology, policies or procedures could impact current working practices. In addition to the standard training packages provided, we believe that a training project has the best results when it is tailored to the needs of our customer and their users.

We will consult with your project and I.T. team either via a phone consultation or an onsite workshop to understand your business objectives, agree the most effective training delivery and discuss engagement with different user groups.

2. Change Needs Analysis

In addition to a Training Needs Analysis we will consult with the wider stakeholder group to understand business objectives, promotion of the project internally and agree the most effective change delivery.

In addition to training, we can include awareness and communications events and collateral to ensure wider engagement.

Awareness and communication of the project can be reviewed and we can assist with the creation of a bespoke communications plan, improving end user acceptance.

Communications

1. Awareness Sessions

Bespoke awareness sessions designed in line with your objectives aimed to promote the partnership and introduce the new technology, and its benefits. Ideally suited to Proof of Concept or Model Office installations, to give an overview of features and benefits, and also allow questions and concerns from end users to be raised and addressed.

Awareness sessions can be delivered as formal presentations, informal workshops, "show & tell" or Q & A events. Delivered as short sessions (15-20 minutes) to provide a hands on taster and specific information including information on future state / solution overview, features and benefits, elements of change, outline project dates and phases, perceived negatives and positives e.g. environmental, security, cost benefits, print / I.T. policy awareness.

2. Awareness Collateral

Creation of agreed collateral as part of an overall Communications Plan designed to promote awareness, initiate user actions and aid user buy-in. Can include project milestones, rollout plan, required user actions, and the business reasons for change. Helps to promote confidence in the project and win "hearts and minds".

DID YOU KNOW...

One in six IT projects have an average cost overrun of 200% and a schedule overrun of 70%

Harvard Business Review 2011 Blog: Why your IT project may be riskier than you think





Training

1. Quick Reference Guides

Creation of a range of bespoke Easy User Guides to make the process of using the new solution effective and easy, ideal for when general-release documentation is not enough. The guides help to minimise onsite support and reduce helpdesk calls.

Can include bespoke quick reference guides, posters and other training aids designed to enhance the learning experience.

2. Hardware Key User Training

Onsite training sessions for Key Users covering the core functionality of your new technology.

Training for up to 8 users covering: how to print, copy, scan and fax, use of MFD's hard disk drive, maintenance, administration and use of embedded software solutions.

3. MFD Administrator Training

Specifically designed for small groups of technical support staff that assist with device management, setup and customisation of MFD's or first line service and troubleshooting.

Training for up to 4 users on device control and management including but not limited to settings, favourites, user control, restrictions, usage reports, confidential print and other customisation.

4. Software Key User Training

Training for key users on software packages installed on end user PC's such as scanning software or bespoke applications.

1 hour 'software overview session' for up to 4 users typically taking place at a local PC within your office environment or can be delivered to up to 10 users in a classroom environment.

5. Floor Coaching

Onsite floor support for users covering MFD functions and embedded software, along with answers to general questions during or post installation.

We spend time with your end users on-site and walk the floors responding to individual queries, problems, tasks and work-related issues as they arise.

Floor Coaching can also be used as part of ongoing and pro-active Training Needs Analysis to identify future training needs and develop a supporting programme.

6. Coaching for Champions

Hands-on support for super users, user champions and trainers to allow you to develop and take ownership of your own training programme in-house.

Technical or hands-on workshops, helpdesk or IT level support, train the trainer, key user sessions, live support, job shadowing, mentoring and coaching.

Production Print Analysis

Our Production Print Division specifically supports businesses with requirements for higher volume and higher levels of quality of output regardless of business type, size or sector.

We provide a range of solutions combining the best of breed manufactures in Production Print so you get a bespoke solution tailored to your requirements and objectives.

Our analysts are highly trained with many years of experience; and as a result are able cover the whole spectrum of support from pre-sales, to training and other aspects of post-sales support across a wide range of manufacturers including Xerox, Konica Minolta and Sharp, Fiery and Creo and all the software solutions in the Production Portfolio.

What we offer:

1. Sample Production

Print runs of a sample set of your files are output to show the quality and performance of the device and solution being proposed.

- Agreement of specific requirements and objectives
 Quality time in Danwood's dedicated Customer Experience Centre

2. Solutions Demonstration

Hands-on demonstration of the proposed software solution and production print devices, both conceptual initially then bespoke to your requirements.

- Showroom set up tailored to your requirements
- Hands-on demonstration of your proposed solution
- Overview of all the available solutions within the print production portfolio

3. Bespoke Configuration and Training

Bespoke configuration of your new production print solution with training for key users in line with your business requirements and objectives.

- Onsite solution configuration
- Tailored onsite training

4. Solution Design

Creation of a solutions design to confirm project scope, summarise the solution and detail your requirements and key dependencies, providing a guide for the implementation team and a baseline for the solution.

- Thorough meetings with key stakeholders
- Documentation of the PPD solution and creation of a Design Plan
- Sign off and agreement of Design Plan

5. Colour Profiling

A custom colour profile is produced to ensure the colour palette used by your business can be replicated using the newly installed print equipment.

- Onsite output of colour test pages using specific colour management tools
- Implementation of chosen colour profile on new solution
 Customisation of output to achieve specified colour profile and in particular any corporate colour references or those of your customers

6. Colour Management Training

Colour management training for key users to demonstrate best practice and ensure colour setup can be adapted to meet your changing requirements.

Onsite delivery of training to key users including:

- How to use the spectrophotometer to measure colour output
- How to maintain the colour accuracy of the print production solution.

7. Third Level Support

Third level support to identify and resolve complex issues with your production print solution.

- Investigation of software and hardware related issues

Post-Sales Solution Support

We manage all aspects of your new solution from design and deployment through to ongoing support enabling us to ensure your new software is installed, documented and handed over with ongoing support, providing you with a fully managed service.

Our customer service desk provides information and support related to the products and services supported under your agreement, through a number of channels including telephone, email and remote sessions, to troubleshooting problems and provide guidance.

Our field based Solution Consultants provide support to ensure your new solution is delivered within the timescales set and achieves your objectives.

What we offer:

1. Dedicated Software Support Desk

A team of dedicated technical support staff monitor your software solutions remotely, advising on technical resolutions as and when required.

Probably incorporated as part of your maintenance agreement the Support Desk will provide regular reports on the solutions performance using the key metrics available to it (e.g. Uptime, issues raised, avq time for resolution).

Ongoing "Remote" support is also available from the Support Desk.

2. Software Solution Delivery

Delivery of your new software solution in line with agreed implementation process to minimise disruption and ensure the highest probability of first-time success.

A dedicated Solution Consultant will work with your IT department or chosen designates to plan, build and test the solution.

Full support for deployment of solution.

Handover to BAU and ongoing support through Software Support Desk.

3. Server/Hardware/Network Configuration

A health check of the IT infrastructure supporting your business and the software solutions it is running. Essential for efficiency improvements and ensuring the servers are powerful enough to support your new technology and software solutions.

In depth analysis of your IT infrastructure to assess configuration and maintain efficiency and productivity of the network once the new technology has been deployed.

4. 24/7 Support

Round the clock cover for solutions and infrastructure providing you with full cover for your critical systems, and peace of mind that support is available evenings and weekends both onsite and remotely. This service can also be tailored to meet your individual needs with support for selective applications or services.

The level of service provided 24/7 would be stipulated in the contract but could be as basic as logging of issues electronically through a cloud based system right up to having a physical presence on site as and when required to include evenings, weekends or full 24/7 cover.

5. Bespoke application integration

Consultancy led service providing you with custom scripts and programmes to enable our products to integrate with your back office systems.

Scoping and design of integration, coding, development of applications and installation on your network. Support is then provided on an ongoing basis.



Next steps...

For further information and pricing on any of our professional services, simply get in touch with your sales representative, visit www.danwood.com or call 0800 597 5555



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