


Solution Framework

Commercial Team	Sales Qualification		
	Solution Qualification	Project Overview	<i>Demonstrates SMC's understanding of the business problem to be solved and provides suggestions regarding the solution.</i>
Solution Design Team & Your Account Exec	Expectation / Vision Setting	Statement of Services	<i>Outlines the specifics of the engagement and provides a high-level project scope statement and schedule expectations.</i>
	Business Analysis	Functional Requirements	<i>Details SMC's complete understanding of customer's business requirements. It is the "functionality checklist."</i>
	Solution Design	Technical Specifications	<i>Provides detailed configuration information on the design of the system, to be used as the basis for the project plan and blueprint for Integration Services Team.</i>
	Implementation	Project Plan	<i>Details the task duration, responsible technician and scheduling of each task's execution.</i>
	Project Wrap-Up	As-Built Documentation	<i>Provides written representation of the final system design to the customer and to the SMC Support Team during the project wrap-up phase.</i>
Integration Services Team & Your Account Exec		Project Sign-Off	<i>Represents the conclusion of the project and signifies the beginning of the support phase.</i>
		Change Request	<i>Details changes that affect already agreed upon project scope, deliverables, effort, etc. Signed by all parties to ensure understanding.</i>

 Denotes documents requiring customer sign-off.