

The QuickStart Program

DATASHEET

The QuickStart Program from Larmer Brown quickly and efficiently prepares organisations to achieve maximum benefit from the use of their content development and deployment tools. Incorporating the key elements of installation, development, implementation and support the Larmer Brown QuickStart is designed for small/medium organisations who wish to use their own resources but need to manage risk.

In common with most powerful development environments, there is much to learn to be able to use a content development or deployment tool effectively and efficiently to support a specific project. In addition to becoming skilful in recording and editing, it is vital that organisations correctly configure their development environment, set standards for the look, feel and function of the content and manage development to avoid inconsistent output or missed timelines.

Larmer Brown has worked with content tool technologies since 1994 and has successfully delivered many large development projects. We have taken this experience and developed QuickStart specifically for organisations that have recently purchased, or who plan to purchase these tools and need an affordable, risk free service to support them.

The Larmer Brown QuickStart Program includes the following:

Technical Review

- Review of environment and recommendations relating to hardware, infrastructure and configuration
- Proposals relating to the deployment of published content to users

Installation and Configuration

- Installation and configuration of tool
- System testing
- Training and support of client's own technical specialist(s)
- Review of Go Live and Business as Usual processes

Developer Training

- Three-day developer training course

Standards Workshop

- A facilitated workshop that takes key project team members through all aspects of setting up the development environment, including setting standards and style guidelines
- Production of comprehensive standards
- Report

Prototyping and Quality Review

- An experienced Consultant will develop prototype content specific to the agreed Standards
- Review and feedback on the prototype from your Project Team

Development Process Workshop

- Review development methodology to organise and track content development

Support Service customised to your requirements, including:

- Telephone Support – Single Point of Contact, offering immediate response and a high percentage of first time fixes
- Disaster Recovery – should content need to be moved, reinstalled etc.
- Application Vendor Management, maximising

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Larmer Brown's knowledge and contacts, while minimising unnecessary delays or confusion.

- Developer Support
- Housekeeping

About Larmer Brown

Larmer Brown's primary business objective is to help organisations realise the desired business benefit from their software applications, through successful User Adoption Programmes. Using a variety of re-known content development tools, we have been providing business transformation, documentation and training services since 1994.

Larmer Brown is an Oracle Certified Partner and the only User Productivity Kit preferred services partner. We are also a Kaplan Reseller and Services Partner. Additional certifications include Microsoft Gold Partner and services partner for CA UK Limited.

Larmer Brown has many satisfied customers who have benefited from QuickStart to get up and running quickly. References can be found on our website: www.larmerbrown.com/casestudies