



Upgrade Services

KWA Upgrade Services

At KWA we provide an end-to-end upgrade service that is comprehensive, tailored and underpinned by our award-winning Openlink system expertise:

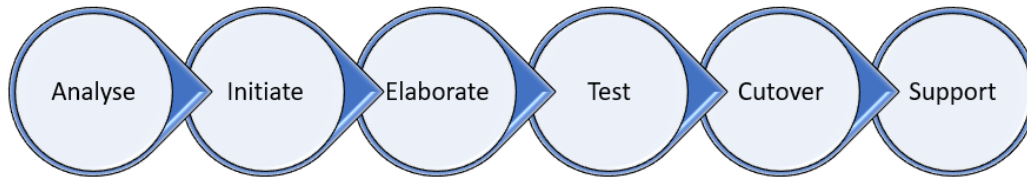
- **Comprehensive:** We provide a complete range of specialists from project managers, technical and functional application subject matter experts, test analysts and support analysts.
- **Tailored:** We blend our resources with your application management and infrastructure staff to build an optimal upgrade project team.
- **Openlink system expertise:** Our upgrades are delivered by expert teams, combining deep technical and functional knowledge and many years of experience of OpenLink systems.

“Our upgrade service is comprehensive, tailored and underpinned by our award-winning Openlink system expertise.”

Delivery Model

Our delivery model lays the path to a cost-effective, efficient and successful upgrade.

- **Analyse** – From a thorough analysis of your target Endur/Findur version, the functional footprint, technical environment, custom development and deployment processes - we are able to provide a baseline upgrade plan for the project.
- **Initiate** – As the project formally commences, we mobilise the team and work with you to prepare test environments. We also perform early testing of the target version to identify



KWA Upgrade Delivery Model

defects requiring resolution ahead of the project’s main testing phase.

- **Design** – Whether your upgrade scope is like-for-like or transformational, to adapt to new functionality or changed behaviour in the target version, our system expertise allows us to find the right design for your users to work seamlessly and as effectively with the upgraded version.
- **Test** – Our test automation framework provides the basis for an accelerated regression testing phase. Our system experts provide informed analysis of differences in results, quickly identifying defects, courses of action, resolutions and working with your users to agree acceptable levels of differences.

Where required, our system experts prepare and deliver tailored end-user training to efficiently enable your users and application management teams to use the new Endur/Findur version effectively.

- **Cutover** – We combine our Openlink project delivery experience and understanding of your technical environment to work with you to construct, adapt and track a comprehensive cutover plan.
- **Support** – We can support you through both the early stages of go-live with the team that have worked with you closely through the upgrade journey, and also for the longer-term by transition to our dedicated production support team that provide support solutions tailored to your needs.

“Our delivery model lays the path to a cost-effective, efficient and successful upgrade.”

Openlink®, Endur®, Findur®, and the Openlink logo are trademarks, service marks or registered trademarks of Openlink Financial LLC. KWA Analytics and Openlink Financial LLC are unaffiliated companies

