



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:

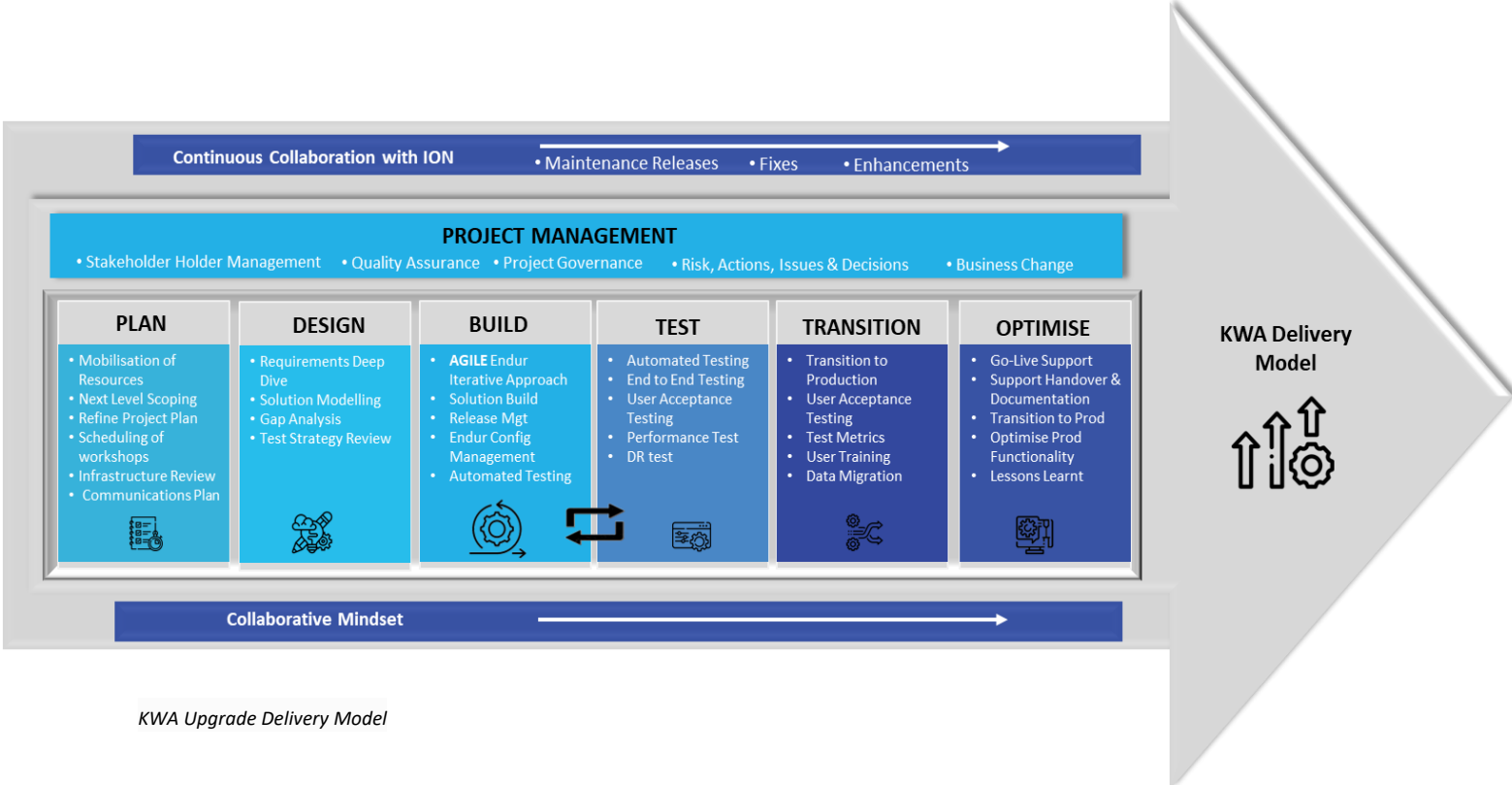
- **Comprehensive:** We provide a complete range of specialists from project managers, technical and functional application subject matter experts, test analysts and support analysts, providing us with the ability to deliver implementations end to end.
- **Tailored:** We adapt to your unique needs by blending our resources and project management acumen 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.

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Delivery Model

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

- **Plan** – We mobilise the team and work with you to prepare for the phases of the project. We conduct an analysis of your target Endur/Findur version using the functional footprint, technical environment, custom development, and deployment processes to provide a baseline upgrade plan and milestones for the project. Governance, quality assurance and release process are set in place to the upgrade is delivered within budget, scope and timeframe.
- **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.
- **Build** – initiate the technical upgrade process.



KWA Upgrade Delivery Model

- **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. Our automated testing reduces project timelines, increases the test coverage, reduces testing cycles, provides higher accuracy, increases the quality of testing and reduces cost so you can maximize your return on investment.
- **Transition** – 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. 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.

- **Optimise** – 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 for the longer-term by transition to our dedicated production support team that provide support solutions tailored to your needs.

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