When engaging in a production pilot or proof of concept, best practice is to ensure the following information is communicated and documented.

**Engagement Outcome:**

1. **Success Criteria:** Ensure that the customer will see accelerated time to value
2. **Tools deployed:** Limit the scope to critical apps.
3. **Number of seats/desktops**: Factor in approximately 5 per use case
4. **Number of unique use cases**: 3 to 5 is a reasonable scope
5. **Agreed upon length of POC:** 3 weeks should be enough time to run the pilot

**Price Range:** Generally, around 10% of ARR, but utilize POC funding in order to significantly reduce or remove the cost for the customer.

**Funding Options:**

1. MAP

**Break down of duration:**

1. Discovery: (1-3 days)
   1. Understand definition, scope, solution and engagement plan
   2. Agree and document scope of work and success criteria with customer.
   3. Verify funding and signed SOW.
2. Implementation: (2 weeks)
   1. Create accounts and setup, discuss how you will handle troubleshooting.
   2. Build VPC, configure Amazon AppStream 2.0 or Amazon WorkSpaces image, IAM
   3. Create Amazon AppStream 2.0/Amazon WorkSpaces environment.
3. POC:
   1. Test plan to validate setup is accurate
   2. Set up cadence for check-ins and evaluations
   3. Gather user experience Q&A and feedback
   4. Make modifications as necessary
4. Review and next steps:
   1. Evaluate feedback against success criteria
   2. Schedule next steps

**Scope Constraints:** Avoid scope creep by documenting the limits of the POC/pilot

**Customer Responsibilities:** Document the role and responsibilities of the customer during the POC/pilot

1. Backend integrations?
2. Existing capabilities?