

**We STRONGLY Believe IN YOUR**

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# ABOUT RFGEN SOFTWARE

RFgen empowers supply chain organizations to achieve digital success by equipping our customers to meet the competitive challenges of the 21st century. Companies digitize and automate their business processes with RFgen to gain a sharp competitive edge and become market leaders in their industries.

With the only end-to-end guided supply chain experience in the industry, we create exceptional user experiences that simplify and accelerate your business processes. Our customers tap into decades of global experience and expertise to maximize the efficiency and effectiveness of every implementation.

3,000+ Customers

RFgen has helped thousands of firms digitize and automate multiple industries from manufacturers and distributors to pharmacies and financial institutions.

140+ Global Partners

With certified solution partners in 36 countries, RFgen can provide local and regional support worldwide. Wherever you have facilities or people, we can help.

36+ Years’ Experience

Founded in 1983, RFgen is a privately held company in El Dorado Hills, California, and a division of DataMAX Software Group, Inc.

## IMPLEMENTATION METHODOLOGY DETAILS

Our approach to designing and developing enterprise mobility solutions is multi-phased. Each phase building on those that preceded it. The major implementation phases for an RFgen installation are described below.

Requirements Phase

The first part of the RFgen mobile data collection software implementation is a key phase in organizing the team, providing basic product education, and further defining the scope, project plan, and approach to the project, as well as defining business goals that will drive the objectives of the implementation team.

Proposal

The proposal outlines the investment required for the RFgen licenses, hardware, and other third-party licenses. It also shows a best guess estimate of hours for professional services and project management based on <<Company>> ’s, requirements as outlined in the JD Edwards Mobile Applications Checklist and/or RFP.

Project Plan (Preliminary)

You will be assigned a dedicated Senior Project Manager to create a preliminary project plan according to the estimated hours from the proposal. The plan outlines every step of the project as well as key milestones. This is only an estimate and is subject to change after the Business Analysis Workshop (BAW) where all requirements will be captured for the final project plan.

Project Kickoff

Your assigned Senior Project Manager will schedule an online WebEx meeting to introduce the project team to the <<Company>> team. Topics to discuss include:

* Project definition
* Roles and responsibilities
* Implementation methodology
* Project plan (preliminary)
* Estimated hours

Business Analysis Workshop (BAW)

You will be assigned a Senior JD Edwards Consultant to visit the included site(s) to learn about its business processes. The goal is to create a gap analysis document between the proposal details here and the operations requirements desired.

Design

The Design Phase is composed of a series of events which allow for the rapid discovery of:

* <<Company>>’s current business processes (As-Is)
* The development of future business processes (To-Be)
* The establishment of critical enterprise foundation data elements
* The presentation of (To-Be) models for management approval

This phase is accelerated by our standard business process models, which are validated and refined based on customer business process constraints and future business goals.

Our standard business process models combine our business intelligence with industry best practices and are the basis for linking a company’s business objectives to the activities which drive them and the underlying software functionality. Finally, a checkpoint exists at the end of this phase to review your existing business objectives and make sure they remain the focus of the implementation team.

BAW Specification and Project Scope

Our JD Edwards consultant creates a document to specify the gaps between the RFgen Open Source Mobile Application Suite and the site requirements. Your assigned consultant also reviews the estimated hours from the proposal and may adjust the hours, depending on the actual requirements identified during the BAW process.

The BAW document contains the following, but is not limited to:

* A description of the overall business process (As-Is) and for each transaction to be implemented
* A description, screen shot, flow chart, link to the related RFgen JD Edwards Open Source Mobile Application Suite documentation (if applicable)
* Customer business scenario and requirements (To-Be)
* RFgen prototype screen shot (To-Be)
* Flowchart (To-Be)
* Test plan

Design Document

Your assigned Consultant creates a more technical document to specify the details like:

* Required data touch points
* Required validation
* Required edits and defaults
* Required JD Edwards Business Functions, host screens
* Required changes in JD Edwards configuration (if applicable)
* RFgen setup (named users/pooling, high-availability, multi-locations)
* Adjusted estimated hours

BAW Signoff

Once the BAW and Design document is complete, your assigned Project Manager will send the BAW document to <<Company>> for review and approval. <<Company>> must review and approve the document before the implementation can proceed. If <<Company>> has any concerns or additional requirements, the BAW document goes back to the Business Analysis to be revised.

Project Plan (Final)

<<Company>> and your assigned Project Manager will revisit the preliminary project plan and adjust the project plan according to the findings of the BAW and Design.

Implementation

The objective of this phase is to complete the software configuration based upon the business requirements defined during the Design Phase. Once configuration is complete, it is validated during a series of process workshops. The process workshops bring the necessary resources together to validate the business processes and configuration according to the BAW and Design and to resolve any remaining issues.

RFgen Server Installation

<<Company>> will provide the server including all required software to communicate with the JD Edwards PY (CRP/Test) environment. RFgen personnel will install the RFgen Mobile Development Studio and the RFgen Communication Server. The connectivity to JD Edwards will also be configured. If High-Availability is required, the data replication tools will be installed, and the servers will be configured for High-Availability. By default, the initial installation will be a simple one location approach unless otherwise specified by the BAW and Design.

RFgen Environment Configuration

RFgen will install the RFgen JD Edwards Open Source Mobile Application Suite and configure it to the custom JD Edwards environment.

Mobile App Development

The RFgen Software Developer creates custom mobile application solutions according to the requirements specified by the BAW and Design.

Verification

Verification of the configured system is completed during this phase through the Conference Room Pilot (CRP). The CRP provides an assessment of the readiness of the system by the core implementation team and <<Company>>. This series of events is designed to validate business processes, software configuration, menus and security. Go live support of the system also occurs during this phase, as well as the checkpoint for business objectives.

Mobile App Unit Testing

The RFgen Software Developer and Business Analyst will perform a code review and unit testing of the mobile applications included in the implementation. Unit testing checks the program logic, validation, the successful result of the integration with JD Edwards. It also checks that all requirements in the BAW and Design are met. If unit testing fails, the process will go back to the requirements for confirmation or back to RFgen development for debug and rework. This may be a recurring process until the unit test is successful.

RFgen Server Update

The RFgen core application will be updated to the latest available version. This will affect the server as well as the handheld units.

Train the Trainer

After all requirements are unit tested, RFgen will configure a custom menu to make the mobile applications available to <<Company>>. RFgen will train the administrator to setup users and menu structures. RFgen will also train the administrator to train key super users and supervisors on how to properly use the RFgen mobile applications.

RFgen Training Services

To ensure maximum return on your software investment, RFgen will provide designated <<Company>> employees with the necessary training they need to successfully manage the RFgen solution. The RFgen Total Knowledge Transfer Training Program is composed of two courses available via classroom or web-based training.

* Introduction to RFgen Functional Training Course  
  This course provides RFgen basic system concepts, functionalities, and components. This course provides the fundamental skills new users need to begin navigating the system.
* RFgen Technical Training Course   
  (Prerequisite: Introduction to RFgen Functional Training Course)  
  This course is for new and experienced developers and technical administrators who are responsible for installing, customizing, upgrading and maintaining <<Company>>’s RFgen solution.

Integration Testing and Acceptance

<<Company>> will perform Integration Testing to ensure that all their requirements are met. In order to perform complete Integration Testing, <<Company>> will need to supply the testing data (e.g., Items, Quantities, Sales, Purchase Orders and Work Orders, etc.). RFgen can provide resources to help develop detailed test scripts.

We will not support any Go Live activities without a successful integration test and signed testing (acceptance) documents. If Integrated Testing fails, the process will go back to the requirements for confirmation or back to RFgen development for debug and rework. This may be a recurring process until the unit test is successful.

Go Live Prep

<<Company>> will provide the server including all required software to communicate with the JD Edwards PD (production) environment. We will install the production server with a copy of the development server and configure RFgen to work with the JD Edwards PD database and environment. RFgen expects <<Company>> to take ownership at this point of the project. RFgen is not responsible for production data.

Go Live

RFgen will support <<Company>> during Go Live by providing necessary support in the first few days of Go Live.

Post Go Live

RFgen will provide a 90-day warranty for the mobile applications developed and installed by RFgen. In case of an issue, RFgen will analyze the cause and determine if the issue falls within the scope of the warranty. Issues not covered under warranty include <<Company>> changing the JD Edwards configuration or any other configuration that was previously agreed to in the BAW and Design.

Maintenance

Transition to RFgen Software Maintenance Plan Benefits

After Go Live, the software maintenance and technical support services will be transitioned to the RFgen technical support team. From that time on, level one technical support will be performed by the RFgen Help Desk. After transition, the RFgen Software Developer and Business Analyst previously assigned to the **Error! Reference source not found.**<<Company>> development project should not be contacted directly. If needed, the RFgen Help Desk will contact the Software Developer and/or Business Analyst for assistance in resolving an issue.

The RFgen Software Maintenance Plan Includes:

* On-call technical support from skilled and experienced product specialists.
* 24/7 priority support for mission critical cases.
* Unlimited access to RFgen’s self-service customer support portal(s) and knowledgebase.
* Access to the latest version, product upgrades, enhancements and new capabilities.
* Advance and exclusive notification of software promotions, when offered.
* Access to hundreds of Validated, enterprise-ready mobile apps.
* A no cost system health check and upgrade assistance.
* Activated at the time of purchase, RFgen Software Maintenance Plans are renewable annual plans. All RFgen product purchases require the purchase of an RFgen Software Maintenance Plan for the first year and can be renewed on a single or multi-year plan basis. Choosing to renew on a multi-year plan basis can save you time and money as RFgen offers discounts on multi-year plans as they reduce paperwork and simplify operational budgeting.

SCOPE CHANGE MANAGEMENT

Scope Change Management is the formal process to support changes to the scope of the project. The BAW document specifies the original scope agreement and Change Requests are created to document any subsequent change to this baseline scope and are tracked using the Change Request Log. Change management is typically experienced in the Design, Implementation, and Verification stages.

To ensure that the goals and objectives of this project are achieved, it is important that any changes that are suggested are managed and only adopted after thorough investigation and appropriate management approval has been given.

Anyone involved with the project may identify any request for change to the scope. Because scope changes have interdependencies, Change Requests are to be assessed in terms of their impact on the:

* Project deliverables
* Work effort
* Project budget
* Project work plan (timeline)
* Any other implications

All proposed changes should be documented as Change Requests and screened by the Project Managers. If evaluation of the Change Request itself has an impact on the project or program (e.g. using project resources), this will be brought to the attention of the Project Sponsor and noted on the Change Request.

The change may require clarification prior to investigation and resolution. In other situations, it may be assigned for investigation immediately. When the investigation is complete, the change is either approved or rejected by the Project Sponsor. If the change is approved, the Project Plan is adjusted accordingly.

The Project Charter will be updated to a new version only if there is significant alteration to scope. If the change is rejected, the reason for rejection is recorded with the Change Request. At any point within the project, the scope will be as defined in the Project Charter plus approved change requests.

The Project Sponsors are the only people who can accept responsibility for changing the scope. The Project Director must ensure that the sponsors are aware of all the impacts that a change will have to the existing project. Both Project Managers will study the proposed change and approve it for further investigation or rejection. RFgen will specify any charges for such investigation. If the investigation is authorized, the Project Managers will sign the Change Request, which will constitute approval for the investigation charges. The investigation will determine the effect that the implementation of the Change Request will have on the price, schedule, and other terms and conditions of the Agreement.

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**ERP System**