Analytix Customer Evaluation Process

Analytix has developed a formal model that enables client evaluation of our Outsourcing Services by new clients. The process attempts to educate both the client on capabilities of our CAD design staff as well as Analytix personnel on the practical needs of the client. Typically there are nine steps in this evaluation process:

1) Client evaluation of sample work. In this step, Analytix will send a set of samples that include both inputs and outputs of a typical job that we have processed. These samples will contain inputs such as hand sketches as well as designer produced AutoCAD files and PDF formats to enable easy viewing of the outputs.

2) Since the next steps involve client data being sent to us, Analytix will need to sign an NDA. Clients should fax or email an NDA that is typically used by them with vendors.

3) At this stage, our designers need to better understand how the client's process works and their expectations. We typically ask the client to send 2 sample sets of files (one a simple project and another complex project) that has already been completed by their internal staff. In each set, we like to see all the inputs that went into the design as well as all the outputs typically in AutoCAD and/or PDF formats. An example sample set would thus include:

   a. Project description (input)
   b. Equipment List (input)
   c. Rough Hand Sketch (input)
   d. Reference Architectural File(s) (input)
   e. AutoCAD files preferably in .dwg format as we are interested in understanding the layers that your engineers used

   These files are typically uploaded to a designated FTP site.

4) Having received these samples, our staff will analyze these samples to understand your exact needs as well as determine the "look and feel" that the client expects from any outsourced outputs. This process typically takes us about 3 to 4 business days.

5) At this stage, we are ready to practically demonstrate our capabilities. We now require a project that is currently in the pipeline. We ask that the client sends us all the inputs they provide to their existing design process so that we can create an output that hopefully closely matches the output being produced by their existing design process.

   Please note that clients will submit this project through their own design process at the same time. This evaluation process simply provides a reference for the client against their own design process and should not be on the critical path.

To improve the turnaround time for the outputs the following additional data is required at this stage.

 a. Title Block file.
 b. Standard Cover Page file.
 c. Standard Parts Library Files for Standard Equipment, Racks, Standard Gang Plates and Connectors that the client uses to ensure that the look of is exactly as needed by the client. If the customer does not supply this, we may use our own internal format which should be functionally accurate but look different.

6) Typically within a few business days, Analytix will deliver Revision 0 to the client. If necessary, client may wish to markup the design and resubmit it to us for completion.

7) Having gone through a complete cycle, clients should have the necessary information on both the quality and capabilities of our outsourcing design department. At this stage, we will discuss pricing, capacity requirements, etc. so that Analytix can submit a formal proposal for our services.

8) Formal proposal. Analytix will send a legal proposal that incorporates client requirements, pricing, terms etc. for evaluation by the client.

9) Once a contract is signed, our US based staff will coordinate with the client to:

 a) Coordinate the transfer of standard libraries, title blocks etc. that can be used by our design staff.
 b) Train designated users on the project management system that enables clients to submit and monitor jobs sent to Analytix.