



**Fama Automation
Services**

Project Process Outline

1. Initial consultation

In-person or video conference to determine project requirements.

2. Analysis and Planning

In-depth study of business operations and automation requirements.

3. Design and Development

Study of data points and connections.
Development of automation process.

4. Validation and Testing

Final testing and updating of automation process before release.

5. Implementation

Installation and demonstration of the automation software onto client computers.

6. Follow-Up and Support

Any follow-up tasks or support required after implementation, per client request.



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**1.**

Initial consultation - 5%

Free within Greater Toronto Area and Ottawa/Gatineau Region for in-person meetings. Outside of these areas, free video consultations can be scheduled. If you wish to have our consultants travel to your office and you are outside of our regions, the only cost will be expenses, i.e., travel and per diem.

Consultations include a visit to the client site/online meeting, hearing what you want to automate, looking at your operations, and presenting you with a proposal for the automation you're seeking, including our recommendations, possible alternatives, and ballpark estimates of time and costs. FAS will then develop a business requirements document based on this consultation.

**2.**

Analysis and Planning - 20%

This is an in-depth study of your operations and automation requirements. It can include developing process flow diagrams, wall charts, and other documentation of the existing processes. The objective of this step is to get a clear picture of your current operations.

Once we have an understanding of operations, we will proceed to negotiate and develop the scope of work for the project, which will include a more detailed time estimate for project completion. The scope of work will also include a section which represents the contract for work, that will be signed by both you and FAS.



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3.

Design and Development - 35%

This step involves laying out all operational considerations such as:

- data sources, connections, hierarchies, and storage rules transmission methods;
- business rules and logic; and
- report templates.

The result will be the creation of a technical specifications document.

FAS will use the technical specifications document to develop the initial automation process. This step includes initial functional testing, to ensure all aspects of the specifications have been fulfilled, and that they operate properly under all conditions.

4.

Validation and Testing - 30%

FAS will begin a rigorous testing process to ensure that:

- the design requirements have been met,
- the technical specifications have been effectively implemented, and
- the automation process runs smoothly without error.

We will also test to ensure that any potential human errors have been identified and corrected as necessary. Once the process passes the validation phase, FAS will be able to begin implementation.



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**5.**

Implementation - 10%

FAS will install the automation software on client computers and provide a detailed demonstration for use and any adjustments that the client is able to make without support.

We will sit down with the client and go over every aspect of the application, ensuring user comfort with all functions and output.

FAS will accept feedback from the client during demonstration to ensure that the scope of work has been completed. Additionally, we will accumulate client correction and upgrade requests for a time-limited period (usually 1-2 months), then coordinate with the client on how to proceed with handling the requests.

**6.**

Follow-Up and Support

Included in our monthly fees, FAS remains available to our customers so long as the contract is active. We find that clients frequently want updates to output or connections. We have also found that clients may, from time to time, request additional work to be completed which is beyond the original scope of work.

We will outline which changes and upgrades are considered in-scope, and which would be out of scope and come with an additional development fee during phase 2 of the project. This will guide how we will determine if additional requests will be covered under the current contract or if they will require an additional one-time fee.



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