

# WORKING WITH GEOPLAN



When you choose to work with Geoplan, you access far more than our industry leading products and services.

The strength of our offer lies in our desire and ability to get ‘under the skin’ of your business so that the solution we select and deliver accurately meets your business needs. We pride ourselves on our ability to get to grips with your business as a whole. By gathering data pertinent to your industry sector and incorporating this into our thinking and approach, we can provide you with bespoke solutions that are 100% relevant.

We are focussed on getting the solution right and work hard with our customers to build strong, open, trusting relationships. This approach allows clear communication, involvement and innovation, thus delivering the best results possible. We are committed and driven to succeed and to resolve the business issues put before us. We have significant experience to bring to bear and will add value to any business project that we are involved in.

In overview, we know that we can make a difference and we have achieved consistently strong results for our customers over the past 20 years.

## HOW WE WORK

Our working process is broken down into **clear and simple steps**, so you will know exactly where you are and what we can offer you. Whether you contact us about mapping products, software packages or consultancy, each and every enquiry is handled with the same care and attention.

From our initial dialogue through to product delivery and any technical support you may require, we’re dedicated to providing a seamless service, however large or small your business.

**Our project process is rigorous; budget, timetable and quality are constantly monitored.** Under normal circumstances Geoplan can deliver a bespoke consultancy or software solution, typically in 12 weeks from the initial enquiry.

## WHAT MAKES US DIFFERENT

- Good awareness of client needs and business across the whole company.
- Straightforward, clear and honest.
- High level of drive, creativity and commitment.
- Direct access to senior decision maker delivering quick decisions and responses.
- High level of quality hands-on experience.
- Continuity of support from stable, skilled staff.
- Personal and efficient service.
- Flexibility.
- Value for money.

## THE TEAM

After more than 20 years in the industry, we are proficient in empathising with our customers’ requirements and offering the precise product they need. In fact, our service levels are unrivalled and our team second to none. **The team that supported you at initial contact will remain with you throughout**, you will maximise the return on your investment and enjoy a consistent, informed and accurate service.

## GEOPLAN SUPPORT PHILOSOPHY

In overview the Geoplan support philosophy centres on careful planning, installation and training. Given that those steps are taken, it is believed that support requirements will be at a minimum. In principle, **if the software or data supplied fails, then it is our responsibility to correct it at our cost.** If there is a change of use, a change in environment, or a change in user, then resolution of issues associated with these changes would be chargeable to the customer.



## WEEK ① INITIAL CONTACT

From initial contact, we begin the process of needs assessment and fact finding. A meeting will be arranged within **1 to 2 weeks** to establish the brief. **We provide you with a proposed agenda**, the more information you supply the better we can respond to your requirements. By now, we will have described the **broad solutions** we can offer with **ballpark estimates**. **At this point, we will assemble the project and account management team.**

## WEEK ② MEETING

Your Account Manager (Sales) and your Project Manager (Technical), will attend the meeting to gain an understanding of the following:

- Business background
- Business objective and requirements
- Business problem / issues
- Investment levels.
- Current systems / processes
- Timescales

After the meeting, **we will playback our understanding** by email and supply a **proposed strategy, timescales and actions** required **within 4 weeks**, supported by a **confidentiality agreement**.

## WEEK ③ DATA / OBJECTIVES

Ideally, **you** will provide a sample of your data and confirm objectives **within 1 week of our first meeting**, to help us tailor your presentation.

## WEEK ⑤ PRESENTATION

We will present our **proposals within 4 weeks of our first meeting**, usually as a PowerPoint presentation, at a second meeting. Your requirements will be refined and your feedback gathered. The sample analysis we show you, **using your business' data**, will provide an **immediate and clear view of the potential deliverables**.

## WEEK ⑥ PROPOSAL

Any refinements will be made in our final Proposal and Quotation document, which we will provide **within 1 week of our second meeting**.

The Proposal will include:

- Playback of your brief and requirements
- Business benefits of the solution
- Description of the solution
- Investment and payment terms

At this point, our Proposal is subject to detailed Requirement and Technical Specifications, which may **impact on the investment level**.

If you wish to proceed, **we will ask you to raise a purchase order, sign a Sales Order Confirmation and we will raise an invoice, typically, for 50% of the project value.**

## WEEK ⑨ PLANNING

This next planning phase will involve scheduling resource, scoping more detailed plans, timelines and firming up the Requirements and Technical Specifications.

This is a **critical phase** of the project as it **defines the scope and output agreed**. All future activity, including project build, delivery and quality checking, will be **measured against these documents**.

This phase may involve working sessions with you to ensure that the design of your system meets your exact requirements, before we start to build it.

## WEEK ⑨ REQUIREMENT AND TECHNICAL SPECIFICATION

We will ask you to **sign off the Requirement and Technical Specifications**, to confirm final system design, approach and timetable. If this process has highlighted any amendments required to the investment level, the Sales Order Confirmation will be amended accordingly and this signed off **to authorise the work**.

## WEEK ⑩ IMPLEMENTATION

Once you have authorised the work, we will build the system to your requirements.

There will be **regular progress checks at pre-agreed milestones** and pro-active communication from us to keep you informed of progress against plan.

## WEEK ⑩ TESTING

Our testing process is thorough and typically will involve **several cycles of review and quality checking**. Dependent upon the system, the end users may be involved throughout this phase **to ensure total quality**.

## WEEK ⑫ INSTALLATION

This phase will depend on your solution requirements and would **usually involve on site installation, training and support, review sessions typically at 4, 8 and 12 weeks** from installation date to ensure that your system is up and running and that you start to see **immediate payback on your investment**.

Once you are happy with the system we will ask you for **final sign off**, which will signify successful delivery of the project. **At this point, we will invoice the balance of the project value**.

After the initial project is closed down, we will maintain contact by engaging the support cycle.

## CASE STUDY

We are proud of the work that we do and the clients we work with. With this in mind, we are keen to **demonstrate the results that can be achieved together**, through the creation of a case study, approved by you, which would feature on our website and available for download. This will be supported by a reciprocal link between our respective sites.

## SUPPORT AND TRAINING

Our Support team will provide you with ongoing support to ensure that you are **using your system to maximum effect**.

Additional training may be required as you progress the use of your system or you may need us to provide consultancy services from time to time if you are under time pressure or if it makes more business sense for us to fulfil the work.

## UPDATES

We will provide you with regular updates to your system (**typically twice a year**) to ensure that your system and data is as up-to-date and accurate as possible.

## VISITS

We will aim to visit you **twice a year, at your business premises**. One visit will be focussed on the forward development of your system and the other will have more of a technical focus to provide help and support to the system users.

**The end of the project signifies the start of our ongoing relationship** and we will continue working to ensure that your solution delivers business benefits in the long term.