

As with any enterprise platform, expert professional services are essential. Lokulus' platform is no exception. Our experts take you right from inception to go live and beyond.

The Partnership



We adapt our style to suit your operational need and technical requirements. We'll implement the right solution for your business. From the day you go live, we'll continue working with you to ensure your solution evolves as your business does. We will always add value by recommending operational and process efficiencies within our platform and across your broader IT infrastructure.

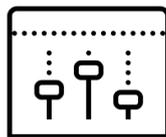
The Experts

Our team of consultants, architects and project managers take you through every step of the process, from technical and operational workshops to go live. We are with you every step of the way.

- **Project managers** – Take you from project inception, and manage all aspects of the work we do for you.
- **Solution Architects** – Take you through a series of workshops to identify the best solution for your business. They lead and manage the consultants in the construction of your solution.
- **Technical Consultants** – Create bespoke apps and integrations for any third-party system part of the overall solution.
- **Solution Consultants** – Create the solution on our industry-leading platform, ensuring that every part of the solution meets your requirements.

Projects

At Lokulus, we don't just do projects. Our team of consultants and project managers take you through every step of the process, from technical and operational workshops to go-live. With constant feedback, you will have input at every stage of the process.



The Process

A typical project will consist of four stages:

- **Scope** – Our project manager works with you to plan out the scope of the project. It may be tiered, and delivery is agreed in several chunks.

- **Design** – Our solution architects and consultants will work with you through a series of workshops. The output of these will be a solution design document and a technical design document.
- **Build** – Our team builds the solution through a series of playbacks that allow you to see progress and have input on the build process.
- **Transition** – This is the stage at which we start handing over the solution to you. We provide training for all your agents. Release the solution for your internal UAT testing and, ultimately deploy and release the solution to your live environment.

Responding to Change

When the solution is live, we don't just leave you alone. Our Customer Success Manager keeps in regular contact with you, and you will have access to our support team for day-to-day problems and queries. Any changes you might require are escalated to the same team you have worked with before. Using a trimmed back process we implement changes as part of small change management projects.

Hosting Requirements



It's not just all about the design and build of the solution. Where do you host it and what on? We can advise you what is best for your circumstances. We'll make sure your solution is quickly responsive, reliable, and scalable, whether doing it yourself on-premises or hosted by us.

For further information see our *SaaS Hosting Fact Sheet*.