

# Customer Success Implementation Services

## DELIVERING CERTAINTY OF OUTCOME

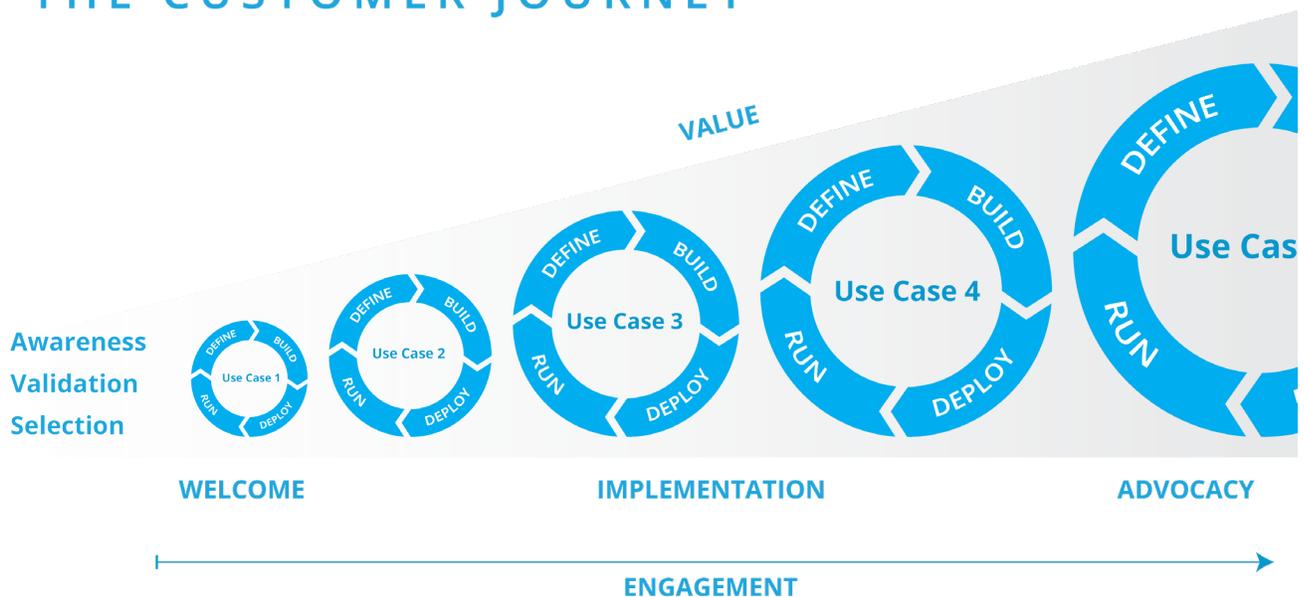
To support our commitment to complete customer success and satisfaction, Kinetica offers a set of assurance programs designed to meet the requirements of each customer. At the core of these programs is the Customer Journey, which guides the customer through introduction, implementation, enablement, deployment support, and results tracking. The Customer Journey is underpinned by engagement and an enterprise governance model, to ensure alignment on and achievement of the customer's target use cases and full realization of the business and technical benefits.

## IMPLEMENTATION SERVICES

Kinetica's Customer Success Implementation Services enables customers to rapidly deliver the full capabilities of the Kinetica Active Analytics Platform to their end user.

Leveraging best practices proven in the world's largest organizations, our Kinetica Consultants, Solutions Architects, and Project Managers will work with you to design and implement the optimum deployment of Kinetica to support your business requirements. Our team will deploy your first project with Kinetica quickly while developing your team's expertise to build momentum on your initiatives.

## THE CUSTOMER JOURNEY

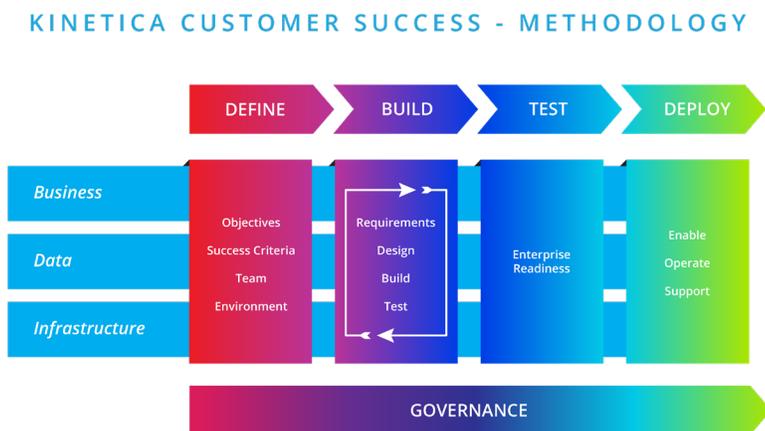


## KINETICA SUCCESS METHODOLOGY

At Kinetica we want you to be successful, fast. Our consultants work with you to quickly design, build, and deploy your solution, delivering the time to value that your customers demand.

A next-gen platform like Kinetica realizes rapid results with a modern implementation approach, coupled with the rigor and governance necessary for robust enterprise deployment.

Kinetica leverages an agile development methodology for a quick start to the project, followed by iterative build cycles with user feedback to complete the application development. This approach supports parallel streams for requirements and design work with data pipeline, schema, and analytic development.



Kinetica's platform is capable of solving problems previously deemed impossible due to complexity and scale. This new approach allows users to build an application that is not limited by the previous assumptions of analytics tools.

Based on the use case, its risk profile, and the customer's IT procedures, a commensurate level of testing and series of deployment gates will be employed prior to production deployment.

Our team follows the proven success methodology of Define, Build, Test, and Deploy, an approach built on our experience delivering enterprise projects in the most demanding environments for the world's largest global organizations.

## DEFINE

The project starts with the objectives, use case requirements, success criteria, and other governance to set expectations for the project outcomes. A development environment is established early to prepare the teams to move quickly.

## BUILD

Kinetica leverages an agile development process where requirements are guided by the desired outcomes and driven by data. Sprints take the teams through the development process, with frequent user demos providing proof points along the way, and daily scrums to keep the teams aligned. Both on-site and remote work can be accommodated, providing support for the distributed teams found in many enterprises.

## TEST

The testing stage readies the environments, software, and support teams for production. Full system testing is conducted as applicable to the target use of the applications developed on the Kinetica platform. Enterprise readiness checks are completed. The operations teams are prepared with training, knowledge transfer, and handover activities.

## DEPLOY

When the applications are deployed on the Kinetica Active Analytics Platform, Kinetica continues to work with the customer teams during this initial period of transition to ensure they have the tools and knowledge to successfully monitor and manage the deployment.

## SERVICE PACKAGES TO MEET YOUR NEEDS

Every customer is different, so we have built various service packages that provide the flexibility to your needs. We strive to get your identified use cases into production fast so that you can reap the benefits of active analytics. The service packages we offer are: Base, Standard, Enterprise, and Bespoke.

### BASE

Base is designed for customers who need a single cluster, a limited number of batch data sources (less than 6), and want their results displayed in Kinetica's Reveal dashboard or other BI tools for one persona. Security is native Kinetica or LDAP. The duration of the engagement is typically 2-3 months.

Base also includes a one day workshop-based training for up to 3 students, run by our certified trainers, and is supplemented by access to the comprehensive Kinetica University online content.

### STANDARD

Our Standard offering includes up to 2 clusters, with optional resiliency configured, and up to 10 batch or real-time data sources, with results displayed in Kinetica's Reveal dashboard or other BI tools for 2 personas. Security is native Kinetica or LDAP. The duration of the engagement is typically 3-4 months.

Standard also includes 4 days of workshop-based training for up to 5 students by our certified trainers and is supplemented by access to the comprehensive Kinetica University online content.

## ACCELERATION PACKAGES

	BASE	STANDARD	ENTERPRISE	BESPOKE
<b>Duration</b>	2-3 Months	3-4 Months	5-6 Months	4-6 Months
<b>Environment</b>	1 Cluster (Dev/Prod)	2 Clusters (Dev/Prod)	3 Clusters (Dev/Test/Prod)	3-4 Clusters (Dev/Test/Stage/Prod)
<b>Scale</b>	Up to 5 data sources and 1 Reveal dashboard	Up to 10 data sources and 2 Reveal dashboards	Up to 20 data sources, 5 dashboards, and Active Analytics Workbench	Dashboards, Active Analytics Workbench, and ML models
<b>User Base</b>	Small teams exploring data, or accelerating a dashboard or model	A business unit basing their new use cases on accelerated data	An enterprise building a strategic accelerated platform	A full enterprise implementation

### ENTERPRISE

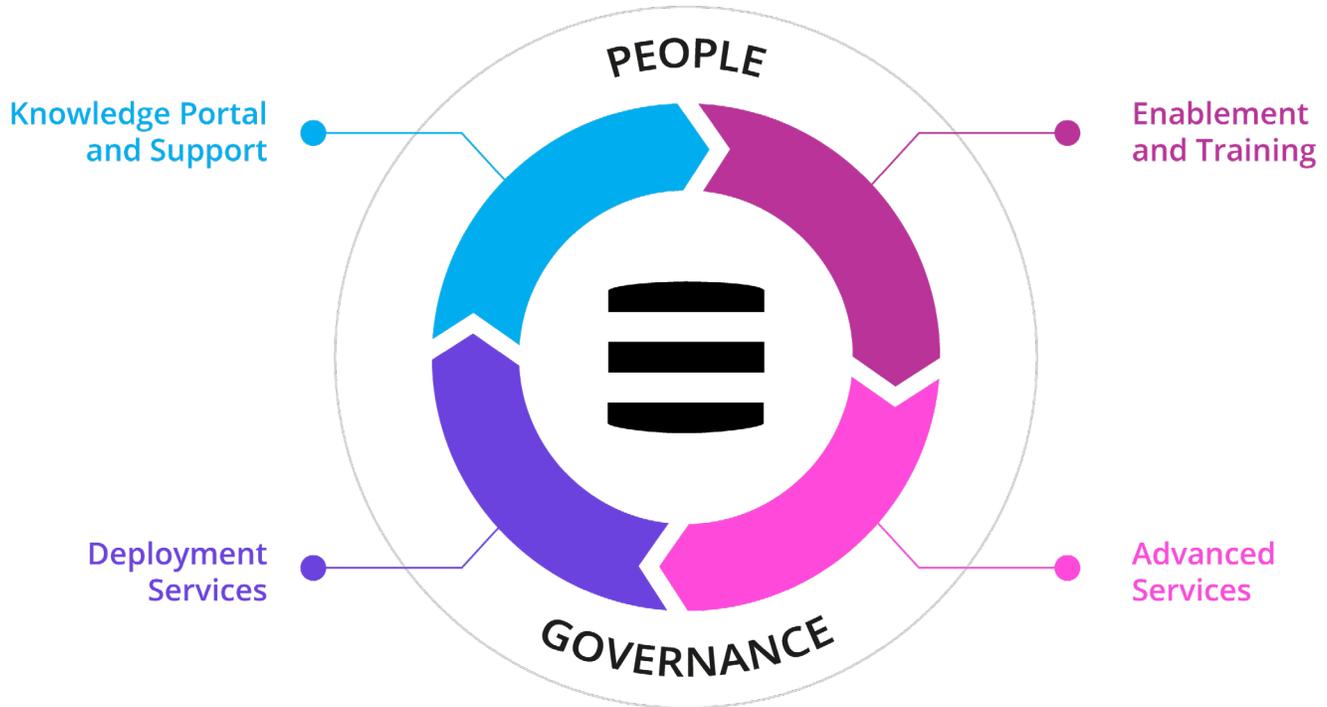
Our Enterprise offering provides our larger customers the services to set up 3 clusters, with optional configured resiliency and high availability options, and up to 20 data sources with results displayed in Kinetica's Reveal dashboard or other BI tools for 2-4 personas. Security is native Kinetica or LDAP. Additionally, through the Kinetica Active Analytics Workbench we can enable the deployment of one customer build or black box model. The duration of this engagement is typically 4-6 months.

Premium also includes 6 days of workshop-based training for up to 10 students by our certified trainers, and is supplemented by access to the comprehensive Kinetica University online content.

### BESPOKE

Lastly, we understand that there will always be engagements that require bespoke implementation and development services. Our Solution Architects and Project Managers will work with your teams to solution, size, and plan your engagements using our proven success methodologies.

## PARTNERING THROUGHOUT THE END-TO-END CUSTOMER LIFECYCLE



### ENGAGEMENT

Critical to the success of any project is managing the desired outcomes. Engagement, our enterprise governance model, provides a series of check points throughout the course of the project to keep teams aligned and address any issues. Daily scrums, weekly project reviews, quarterly stakeholder meetings, and quarterly executive reviews ensure teams are aligned on delivering the expected benefits within the expected timeframe.

### EMPOWERMENT

From training, to integrating the customer team into the project, to providing knowledge transfer sessions with the operations team, Kinetica strives to ready the client to take on the operation, management, and continued development of their Kinetica Analytics Platform.

### CONTINUED CUSTOMER SUCCESS

Throughout your journey with Kinetica, we will be consistently dedicated to supporting you, whether with training through Kinetica University online, workshop-based classes, or implementation services to accelerate the use case deployment process, we'll be here to help you continue to build value.