

## BellHawk Implementation Process



## Introduction

BellHawk Systems Corporation is a software-products and professional-services organization. It is staffed by a small team of highly skilled professionals that assist industrial organizations to implement materials tracking and traceability systems that use barcode printing, scanning, RFID, mobile computing and Internet technologies. From time to time this team also works on special projects which make use of the same technologies.

To make this implementation process cost effective we have developed:

1. A set of standard BellHawk and WebHawk software modules from which we are able to rapidly integrate solutions that work “out-of-the-box” for our clients. We can then customize those solutions to the specific business needs of our clients if needed.
2. An enterprise application integration framework called Bell-Connector which provides or automatically generates over 90% of the code needed for integration with existing ERP and accounting systems. This framework enables clients to rapidly implement automated data exchange solutions including interfaces with process control and test systems as well as commerce websites.

This document describes the implementation process for a BellHawk solution by our team.

## Pre-Purchase Process

1. The process typically starts with a prospective client studying the extensive amount of educational and product information on [www.BellHawk.com](http://www.BellHawk.com).
2. If the prospective client determines that BellHawk Systems can possibly help with their tracking and traceability process then they can schedule a free telephone consultation with Dr. Peter Green, who is an interdisciplinary expert who understands both the operational and technology aspects of these tracking and traceability systems.
3. Based on the initial consultation, Dr. Green and his staff can provide a preliminary budgetary proposal. This includes a statement of the problem that the prospective client is trying to solve, a quotation for the software modules needed together with an estimate of the cost of any special services needed, such as for software customization or integration with other systems. It may also include recommendations as to specific equipment to be used with the proposed system.
4. If the budgetary estimate makes business sense for the prospective client's management, then Dr. Green or one of his staff members can demonstrate the BellHawk software using GoToMeeting. This will include a presentation, prior to the demonstration, as to how the BellHawk software works.
5. If the software appears to meet the needs of the client, then the client can request a 30 day free trial of the software being used through the WebHawk web interface on an external test server. This does not give access to features of the system that are only accessible through BellHawk's thick client interfaces or to barcode printing or RFID scanning. But it will enable clients to evaluate the software, using their own test data. Clients will also have access to the Users Manuals for other features that they cannot directly access, so that they can also evaluate these features. Please note, however, that clients are expected to pay for all support and training services beyond the first two hours required during this free trial of the software.
6. To help in determining the overall cost of the proposed project, clients can request quotations for specific customizations and for data to be exchanged with other systems. These quotations will be based on detailed written specifications provided by the client to BellHawk Systems as a result of performing evaluations during the free trial period. BellHawk Systems will either give a fixed-price quotation for adding or changing the feature or may give a fixed price quotation for performing a detailed design of the feature together with an estimated cost for the programming required.
7. Alternately clients, who do not have the resources to do their own evaluations, can fund a consulting trip by Dr. Green to the client's site. In this trip, Dr. Green will view the operations where data is to be collected and meet with client personnel who will be involved in using the system. Dr. Green will then write up the specifications for recommended software customizations and data to be exchanged with other systems. This will then be used to generate quotations and/or cost estimates.

8. BellHawk Systems staff can also work with prospective clients to estimate the cost of installation, training and support based on a set of requirements provided by the client. These services can be provided remotely or on-site, as needed by the client. Today many, if not all, of these services can be provided remotely over the Internet at a considerable cost savings to our clients. But our staff members are available to come to client sites, when needed.

### **Post-Purchase Process**

1. The first step is the integration of the chosen software modules needed for the project into a customized package that will work out-of-the box. Any required customizations ordered by the client will then be made. The resultant software is then remotely installed or shipped to the client's IT support people for installation. This is typically installed as a training-room pilot installation for equipment testing and for personnel training.
2. The next step is typically the implementation of an automated data exchange interface to one or more of the client's systems. This is typically performed by the client's own IT staff or consultants assisted by BellHawk System's staff members where needed.
3. Once the system is up and running then training of users and their managers and supervisors can begin. This can be performed by the client's own staff using all the training materials on the BellHawk website. Alternately BellHawk systems can provide remote or on-site training on an as-needed basis, often using the approach of train-the-trainer. Today most training by BellHawk Systems' staff is done remotely over the Internet including hands-on usage training.
4. Sometimes, as a result of initial training, the software needs to be tweaked to meet specific operational concerns. BellHawk System's staff are usually able to do this quickly and efficiently on a remote support basis.
5. The system should then be thoroughly tested by the client before being deployed to make sure that it performs as expected.
6. The system should then be run in parallel to existing systems (such as the use of paper forms and manual keyboard data entry) until everyone is satisfied that the system is working correctly. Then the switch over becomes a non-event except for stopping using the old data collection method in parallel.

### **Summary**

BellHawk Systems provides a cost effective solution for those situations where standard packaged inventory and work-in-process tracking software does not meet the business needs of the client. The BellHawk software can also be used to extend the useful life of existing ERP and accounting systems by adding technologies such as mobile data collection, RFID and web-mobile information viewing over the Internet.