



1. **Requirements** – During this time, Innovative works closely with you to fully understand project requirements with regards to the F1RSt™ solution, including business objectives, current processes and strategic challenges.
2. **Contract & Proposal** – In each installation of our F1RSt™ system, Innovative crafts a tailored relationship to meet your needs, including:
 - a. Software and user license fees
 - b. Maintenance Package entitling the you to all software upgrades and bug fixes
 - c. Service Level Agreement defining support responsibilities and roles
 - d. Cost Estimate for custom development
3. **Specifications** – Experts from Innovative work with you to gather all necessary functional specifications. This process is extremely powerful given the unique expertise Innovative has in translating complicated business processes and requirements into F1RSt™.
4. **Development** – Technicians from Innovative create your tailored F1RSt™ system, including software configuration and custom code. Project Managers work with you every step of the way to ensure all functional requirements are met, keep you informed of progress and clarify business process questions.
5. **Quality Assurance and UAT Release** – Innovative’s Quality Assurance personnel review and validate your customized F1RSt™ solution, ensuring functionality and business processes. After passing Innovative’s Quality Assurance process, the software is deployed for User Acceptance Testing. During this phase, Innovative works with you to develop training materials and documentation as well as knowledge transfer of system operation.
6. **Production Deployment** – A final release of the F1RSt™ is installed and deployed for production use. Innovative provides all support necessary to deploy the solution successfully and continues to closely monitor the application for immediate response to issues.
7. **Ongoing Support and Enhancements** – After production implementation, Innovative supports the installation based on the negotiated Service Level Agreement and provides software updates covered by the maintenance agreement at no cost to you. Additionally, because of ever-changing software needs, Innovative works closely with you to determine required system enhancements.

