GOE FRAMEWORK™

BENEFITS

- Assurance of proven project management processes for smooth, successful deployment of YSoft SafeQ
- Ongoing system monitoring and analysis ensures continuous health of the deployment

Most complex IT projects are reported as either marginally successful–where full ROI or promised value is not realized –or, as outright failures. With critical office productivity at stake, you can't afford projects that don't meet your requirements and have costly delays and budget overruns. Until now, a framework for successful deployments for print management and document service (PMDS) did not exist.

Drawing on Y Soft's more than 16 years of experience, industry-standard ITIL[1] and PRINCE2 [2] processes and best practices from our global customers, Y Soft developed the Global Operational Excellence (GOE) Framework, a comprehensive, project management service for implementing the YSoft SafeQ Workflow Solutions Platform. The Framework is used by Y Soft and Y Soft certified partners.

The GOE Framework ensures that your organization understands the benefits of YSoft SafeQ to make an informed decision on the right YSoft SafeQ Suite or individual modules that meet your immediate requirements knowing what is possible architecturally as your organization grows. With a step-by-step, proven approach for a smooth deployment of YSoft SafeQ, the GOE Framework ensures delivery of ROI and your requirements–on time and on budget.

Additionally, while many companies promise support and service after deployment, Y Soft and our certified partners provide closed-loop, proactive support and services by monitoring your print system and performing health checks on the operation, up-time and incident reporting. In many cases, we are able to identify and solve potential issues before they become a problem in your print environment.

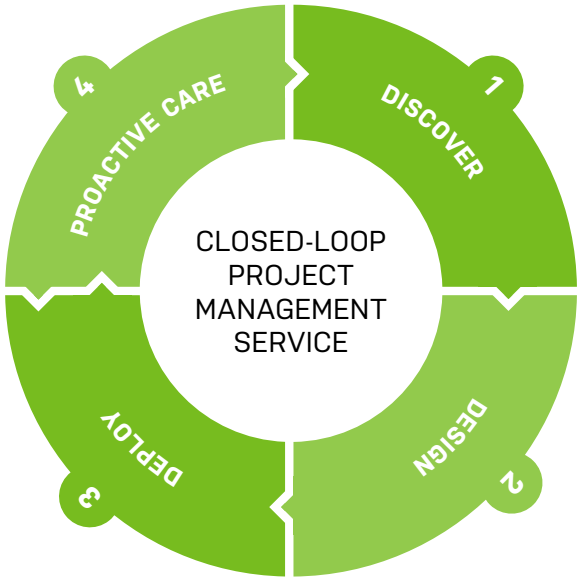


Figure 1. The GOE Framework™ closed-loop process

[1] IT Infrastructure Library, the most widely accepted approach to IT service management

[2] Acronym for Projects IN Controlled Environments, a process-based method for effective project management

GOE FRAMEWORK™ – CLOSED-LOOP PROJECT MANAGEMENT DELIVERABLES

The GOE framework is used by Y Soft and/or Y Soft certified partners to completely understand your requirements and success factors. With the GOE Framework, Y Soft and our certified partners work together with you in several phases: Discover, Design, Deploy and then continuous Proactive Care where results and changes are looped back to Discover as the project evolves. With this formal process in place, you are assured of expert project management, a smooth deployment and achieving your project goals and ROI.

Figure 2. GOE Framework™–Phases and Example Deliverables

DISCOVER

In this phase, Y Soft ensures that all the right stakeholders in your organization are involved, a comprehensive review of your requirements is agreed upon and critical acceptance and success factors are identified. Often this includes functional, operational and financial considerations.

DESIGN

Y Soft and a certified partner assemble a formal delivery team, define the scope of the project, document and design any customizations. A final architectural and functional design that meets your requirements is delivered which can be tested in a proof of concept or a pilot proof of concept. In this phase, the proof of concept is designed, implemented and evaluated. Adjustments are made as needed leading to a statement of work document.

DEPLOY

A full deployment plan is created that includes resource scheduling, environmental readiness, change communications and training. Your acceptance criteria is reviewed to ensure the design and deployment will match or exceed expectations. Operational and functional reporting ensure that the plan realizes and measures the value proposition and ROI of the project.

PROACTIVE CARE

YSoft Proactive Care provides ongoing support and monitoring to ensure the continuous health of the implementation. With a Customer Operational Excellence Review dashboard, Y Soft and a certified partner can monitor our service and support performance during and after implementation. An optional Proactive Care Agent can provide additional dashboard information that further helps Y Soft and the certified partner to refine and pre-empt issues before they appear as problems at your site.

PROACTIVE CARE AGENT – AN EXTENSION OF YOUR IT STAFF

As a critical business operation, your print, scan and copy services keep your business humming along smoothly. As with most IT systems, this requires expert monitoring to ensure that your hardware infrastructure is operating at peak levels, that disk and CPU usage levels are in range, that print jobs are normal size and to monitor device up and down-times. With the optional Proactive Care Agent, Y Soft and its certified partner provide the monitoring and analysis through an online dashboard.

System alerts can be configured to reach your IT staff, Y Soft and or a Y Soft partner. In many cases, Y Soft and a Y Soft partner can identify an area of concern and recommend adjustments in advance avoiding system down time, keeping your employees productive and your IT staff available for other IT-related projects. Figure 3 shows areas that can be monitored and analyzed.

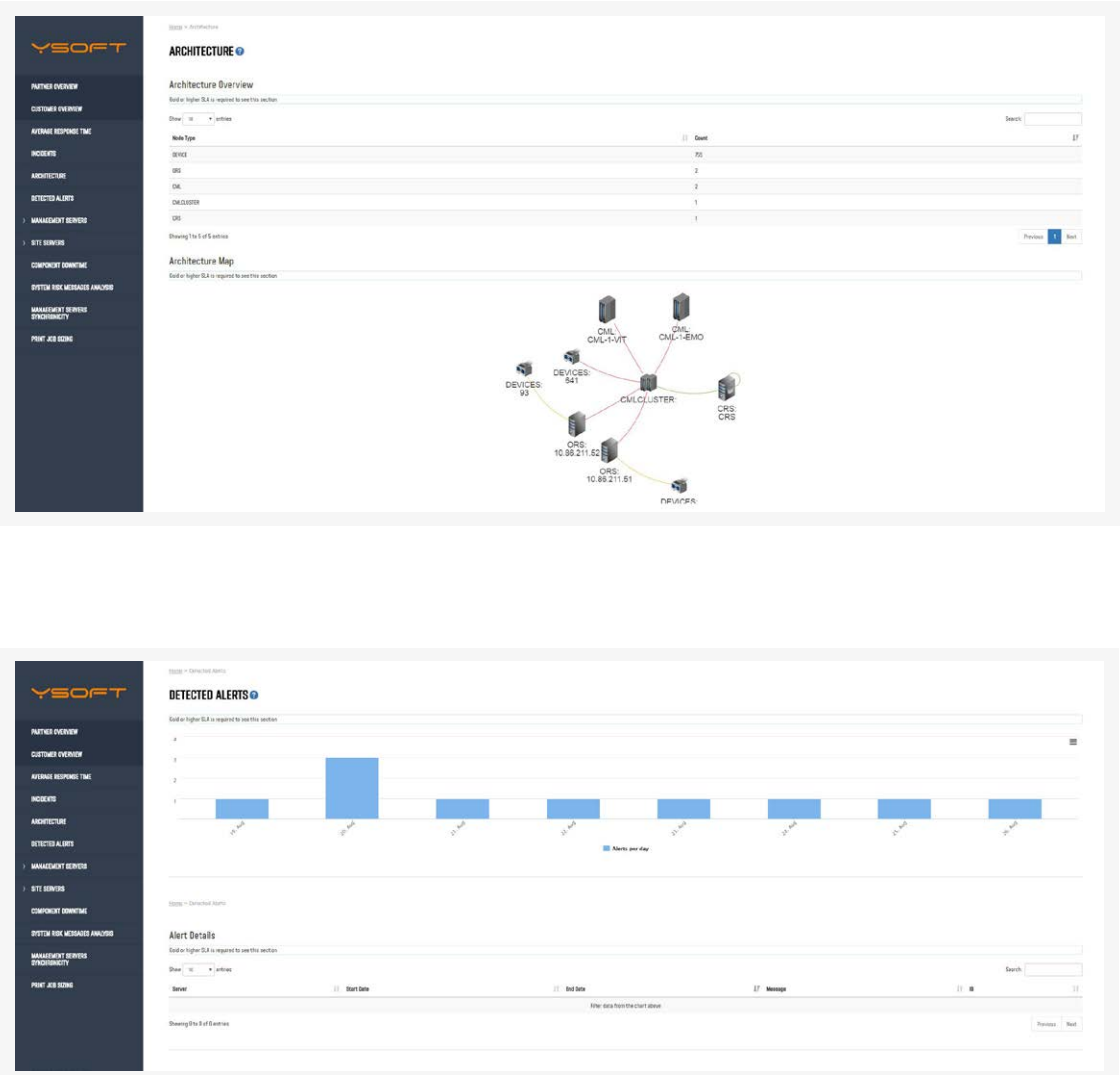
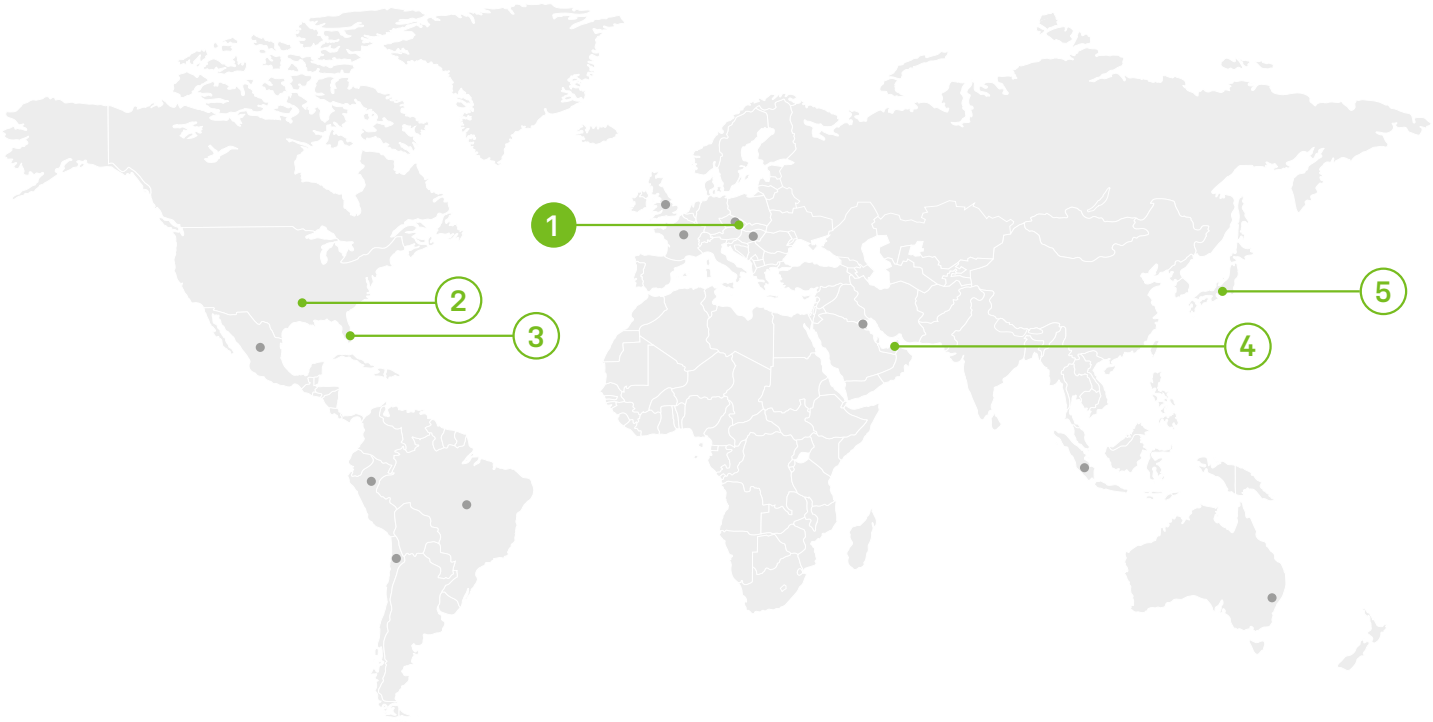


Figure 3. Sample dashboard data when using the YSoft Proactive Care Agent. System component monitoring may depend on the Support Level Agreement (SLA) chosen.

LOCATIONS



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For a complete list of more than sixteen countries and locations, please visit our website.

YSOFT™
BUILD SMART BUSINESS

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YSFT-GOE-DS-10-2016