VanRan Communications

An Overview of Our Implementation Process

Project Manager is assigned to the job to customize customer requirements, schedule installation dates and ensure mutually agreed upon milestones are met.

Project Manager assigns the appropriate technical personnel for programming and final installation.

Project Manager works with customer to get the appropriate information needed for programming new or upgraded for programming new or upgraded equipment during the weekly conference calls.

A lead technician is assigned to the job to report directly to the project manager.

Equipment is ordered and shipped to headquarters location in Georgia or our dual NOC in Colorado.

On site technician (s) shows up on the date requested to the customer location with knowledge of the job and milestones they are expected to meet.

Inventory and package the equipment properly for safe delivery to customer site.

Project Manager ensures operational integration of T1s or IP connectivity.

Complete as much programming as possible before installing equipment on customer site.

Allow equipment to burn in for a period of at least one week.

Installation of the hardware/software in our lab by a Tier III technician.

Inventory the equipment when received to insure nothing is missing.

The Project Manager also is present during this final installation process.

A training facility is set on the customer premises for VanRan to train the end users and administration.

The on site technician completes the job to customer satisfaction and remains on site as mutually agreed upon with the customer in the signed contract.

After technician leaves, help desk support is assigned to one of our NOC locations.

Project Manager holds a conference call after the job is complete and obtains customer "Acceptance Form".

Project is complete.