

LogicalisOne Process Phases

The section provides information relating to the workflow process.

Logicalis follows a continuous service improvement methodology, which is a cyclical approach, where stakeholder and Customer requirements are gathered at the beginning of each cycle, and then tasks and activities are determined for the upcoming month to allow for continual co-creation of value between Logicalis & Customer. This cycle allows Logicalis to partner with our customers to provide maximum value month-over-month.

Step 1 – Engagement Setup and Technology Pillar Selection

Logicalis will kick-off the engagement based on the technology pillar(s) in scope. This helps Logicalis and Customer to align strategically on the area of importance for the current quarter. Logicalis will create a collaboration space to allow easy access to Customer's support team, which includes a Subject Matter Expert(s) and Customer Success Manager.

Step 2 – Subject Matter Expert Assignment & Logicalis Customer Alignment

Once the team is assembled and the Collaboration space is created to give you un-restricted access to your SME(s), a re-occurring monthly cadence is setup with Customer Stakeholders to assess Customer current projects, goals, gaps, and challenges within the selected technology pillar. This meeting will also be used to highlight the activities completed to date.

Step 3 – Focus & Continuous Execution

Once alignment occurs, Logicalis SME(s) will work together with Customer's team to select and perform various services within the LogicalisOne portfolio that Customer wishes to perform over the next month that drive towards Customer's goals and outcomes. Logicalis will quote the credits for the associated services and redeem such credits when services are performed.

Step 4 – Re-Focus & Re-Alignment

As business needs, technology, and strategies change, so does LogicalisOne. Once a quarter the technology focus can change to different areas within the Customer's organization so LogicalisOne always aligns with what is important to Customer.