Atrius® Personal Wayfinder

Standard Delivery for Airport Plug-Ins | June 2021

Our experienced Customer Operations team will work directly with the Customer on implementing and supporting all purchased Atrius products and services.

Delivery Description

The outline below provides a description of what to expect during the delivery of the Personal Wayfinder Airport Plug-Ins products. All product descriptions, specifications and requirements can be found at the following link https://www.atrius.com/specs/. It is the Customers' responsibility to ensure the ability to meet all required specifications and site readiness for purchased products.

Delivery Kick-Off

Upon contract execution, the Program Manager will schedule a kick-off call with the customer. During the kick-off call the Program Manager will discuss the following:
- Review purchased products
- Review delivery milestones
- Review customer requirements and checklist
- Define timeline and target launch date

Plug-In Workshop

The Program Manager will work with the customer to schedule an API Workshop. It is the customer's responsibility to ensure that all subject matter experts are present at the workshop and all required documentation is available per the **Product Specifications**. The Program Manager will ensure that Atrius also has their subject matter experts present at the workshop.

During the workshop the following items will be covered:
- Read access to the Customer's API and supporting documentation
- How development and testing support will be provided by the Customer
- Timeline for development

Plug-in Development

The Program Manager will work closely with the Atrius software engineering team during the development phase. There may be additional input and support required from the Customer during this phase. The Program Manager will provide status updates during development.

Review and Production

Atrius will review the final API integration with the Customer. Once Customer approval has been received for the API integrations, Atrius will move forward with pushing the API integrations into production.

Atrius and Customer will create a Joint Action Plan for the following items to ensure there is a plan for long term maintenance of the API integration:
- Troubleshooting support from the customer in the event of an issue
- Advance communication of planned downtime and known API behavior during unexpected downtime

Delivery Completion

The Program Manager will complete all training to ensure the Customer understands that use of the products and how to maintain the products. The delivery completion stage introduces the Customer to ongoing technical support resources (help@atrius.com and https://atrius.com/support/).

Customer will also be introduced to the Strategic Account team for assistance during the contract term with renewals, change orders or expansion of product and services.

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