

PROFESSIONAL SERVICES

ClearPath Enablement™

A helping hand for customer and partner implementations of ABB Ability™ Ellipse® WFM and Service Suite



Everyone needs a little help sometimes.

To complement our Ellipse WFM and Service Suite software solutions, ABB offers professional services designed to maximize performance and minimize costs for our customers. Nevertheless, you may choose to utilize a third party for implementation services or may even decide to take on implementation tasks yourself. What if you have questions along the way, or just need a little guidance to get through an unexpected challenge?

ABB can help.

ClearPath Enablement is a formalized, high-quality, low-cost engagement model for partners/third-party implementation agencies and “do-it-yourself” customers who are implementing either the Ellipse WFM or Service Suite solution. The service is comprised of individually-priced, fixed-scope / fixed-price packages that can be combined as needed. Statement of work language has already been pre-approved by ABB for a quick and painless contracting process.

Program components

The key components of the ClearPath Enablement program are:

1. Quality management program
2. Standard work breakdown structures (WBS)
3. Standard price structure
4. Standard statement of work (SOW)

Quality management program

The quality management program is comprised of 15 fixed-price packages. Two of these are included in the base cost: “ABB Engagement Oversight & Coordination” and the “Ad Hoc Consulting Package” – these last for the duration of the ClearPath Enablement engagement. The remaining packages are optional and can be mixed and matched as needed.

Standard work breakdown structures (WBS)

Each packaged service has its own Microsoft® Project WBS that can be easily cut and pasted into a customer/partner’s master project plan. Or, the ABB WBS can be used as a starting point to create a master project plan.

Standard price structure

Each packaged service has a defined scope and an associated fixed price, so the cost for any engagement can be easily calculated. Even when combining packages to create a more robust engagement, the cost is transparent and easy to determine.

Standard SOW language

Standardized and formalized SOW language describes exactly what is included in the contract. Since the language is pre-approved, the contracting process is as frictionless as possible.



Quality management program packages.

Included

ABB Engagement Oversight and Coordination

Project management & coordination, basic governance oversight. Lasts for the duration of the engagement.

Ad Hoc Consulting Package

Ad hoc business and technical consulting on an as-needed T&M basis. Lasts for the duration of the engagement.

Optional

Solution Architecture Review

ABB provides the recommended topics, activities, and processes to successfully determine and document the overall solution architecture.

Requirements Methodology Review

ABB provides the recommended topics, activities, and processes to successfully determine and document the solution requirements, and to provide requirements-related business consulting.

Integration Architecture and Methodology Review

ABB provides the recommended topics, activities, and processes to successfully determine and document the integration requirements, and to provide integration-related technical consulting.

Operational Data Review

ABB provides the recommended topics, activities, and processes to successfully determine and capture the required operational system data, and to provide related technical & business consulting.

Data Validation Review

ABB provides the recommended topics, activities, and processes to successfully determine and configure the mobile data validation requirements, and to provide data validation-related consulting.

Solution Design Methodology Review

ABB provides the recommended topics, activities, and processes to successfully determine and document the solution design requirements, and to provide solution design-related consulting.

Deployment Planning Review

ABB provides the recommended topics, activities, and processes to successfully plan for the solution deployment.

Program Governance

An add-on to the Engagement and Oversight package. Adds close coordination and governance oversight including designing / helping design the governance model, steering committee participation and escalation management by an ABB program manager. Lasts for the duration of the engagement.

Agile Sprint Package and Backlog Planning

Multiple packages can be combined into a sprint series. First package includes initial activities for backlog and sprint planning, plus one ABB consultant 10 days on site, plus remote user/field testing support and sprint completion backlog review. Subsequent sprints include all of the above except the initial activities for backlog review.

Configuration Training

Remote training on the use and best practices in the Compose configuration tool, relevant for either Ellipse WFM or Service Suite. Includes PDF training materials deliverable.

Mobile External Interface Training

Remote training on the FieldWorker and/or MA Classic mobile client external interface. Includes PDF training materials deliverable.

Ellipse WFM or Service Suite Overview Training

Remote high-level overview of the overall Ellipse WFM or Service Suite solution. Includes PDF training materials deliverable.

Reporting from the Ellipse WFM or Service Suite 9 Database Training

Remote training on the logical database structure and best practices for reporting from the Ellipse WFM or Service Suite databases. Includes PDF training materials deliverable.



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