

Professional Services Overview

The Elastic Path professional services team are world-class ecommerce experts with deep knowledge and experience in enterprise implementations. Our business analysts, solution architects, developers, project managers, and performance analysts have years of project experience for our 200+ clients worldwide. We have dedicated teams assigned to your account, so you will always have a consistent team who is familiar with your projects, requirements, and IT environment.

Business Strategy Consulting

- **Business Consulting:** Our consultants can help you build a winning strategy for your new venture or help tackle specific problems in your existing business (such as low conversion or cart abandonment for example).
- **Business Requirements Specification:** With years of extensive ecommerce experience, our business analysts set your project on a path to success by helping you clarify, design, and prioritize key project deliverables. One of the most common causes of project failure is vague or inadequate specifications.
- **Site Usability:** Our team can design site logic and page flows or create wire-frames for individual pages, providing your ecommerce site with optimal usability and conversion.
- **Usability Analysis:** We can help you increase conversions and revenue by evaluating and optimizing your site usability.

Technical Strategy Consulting

- **Architecture Design and Review:** Our system architects can take the lead on design or they can work with your team's designs to identify any potential problems and suggest alternatives. Solid design accelerates your project and minimizes future problems.
- **Integration, Customization and Deployment:** Whether you want a basic store running smoothly with your existing systems or you have a revolutionary idea to set your business apart, our team can make it happen.
- **Performance Testing and Capacity Planning:** Whether preparing for your launch or expanding to meet increasing business needs, we can help you make sure that your store can handle the traffic and makes optimal use of resources.
- **Training:** We can ensure that your developers and business users get the most out of Elastic Path Commerce and work as efficiently as possible by learning from us.

Our flexible engagement process

Elastic Path Professional Services follows a proven, “Agile” (iterative) approach to project management in order to give your project maximum flexibility, without sacrificing predictability. This eliminates costly risks and backtracking issues often associated with standard “waterfall” software development processes.

Key phases in our engagement process include:

Elaboration phase: In this phase, we work with you to determine key business requirements and develop a full project plan to meet these requirements. Some of the deliverables from this phase include: a system requirements document, architecture design, an initial project plan for the entire project, and the identification and elimination of project risks.

Construction phase: In this phase, we start and complete development requirements, and prepare for production. Development proceeds in short, typically 3-week cycles, with a focus on high priority features and components first, so that the project can be built incrementally and enhanced in subsequent cycles. Because each cycle delivers meaningful, visible, testable results—typically working code—clients can review progress frequently and make changes or adjustments. This visibility and flexibility are not possible with projects structured to deliver all work en-masse on the completion date.

Production phase: In this phase, we complete final preparations and go live with your ecommerce solution. Some of the deliverables from this phase include: complete integration testing, complete system UAT, training of your developers, and final go live launch.

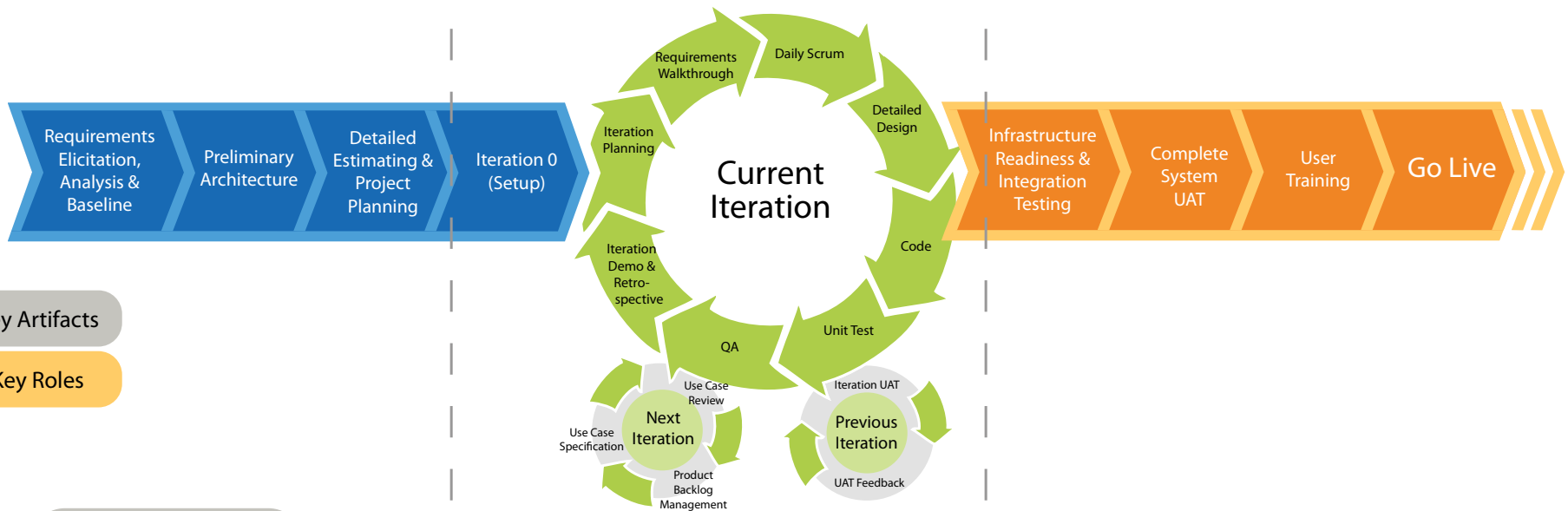
Elastic Path™ Project Approach

Elaboration

Construction

Production

Iteration 1,2,3 ... n



Key Artifacts

Key Roles

- > Requirements Matrix
- > Project Plan

- > Product Backlog
- > Sprint Backlog
- > Use Cases
- > Issues & Risk Logs
- > Status Report / Iteration Summary

> Training Material

