Appolis Services

Customers Always Come First

Appolis has built its organization on being customer oriented. We listen and work directly with you in offering services to meet your needs.

Communication is Key

The Appolis team communicates regularly with you and your company. We provide numerous outlets of communication and are always open for suggestions on how we can improve our services to you. Our customers are our future and we work hard at making you feel a part of the Appolis family.

Project Implementation Methodology

Appolis provides services direct to you, including project management, implementation and deployment. Our methodology has been perfected through numerous implementations, yet we refine steps to meet each client's unique requirements.

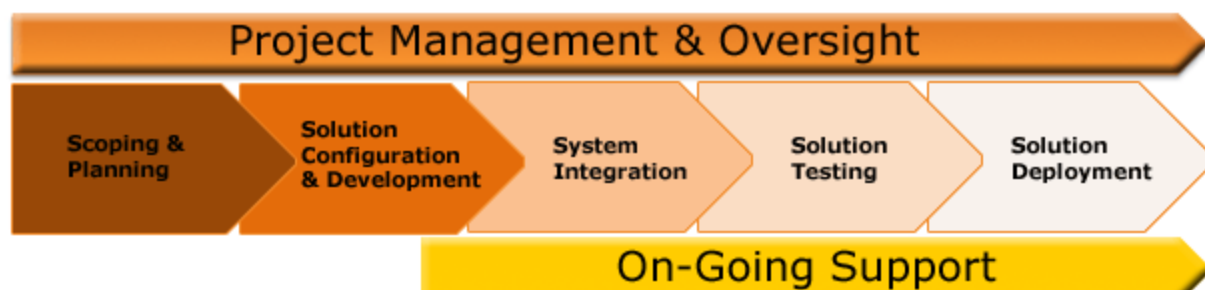## Service Around the Clock

We offer you assistance when you need it – 24/7. We are a phone call away – anytime, any day.

Consulting and Development Services

We employ highly skilled developers who specialize in Microsoft technologies. As a single source provider, we can assure your development work is completed on time. We are certified in Microsoft .Net, SharePoint, SQL, Windows Mobile and more. We also handle projects outside the scope of warehouse management and can be your single source provider in technology as your requirements grow.

What Steps Will You Take With Us?

Appolis has developed a methodology in defining needs, software configuration, steps of implementation and support. We write up a project plan to ensure everyone is working together. Below is a diagram which represents the advancement:

Project Management & Oversight

Scoping & Planning → Solution Configuration & Development → System Integration → Solution Testing → Solution Deployment

On-Going Support

Project Management & Oversight
Project management is the process in setup, timeline development, process planning, and management of resources with weekly communications on project status.

Scoping & Planning
Appolis meets with key stakeholders on site to carry out a process review of your operations. Through interviews and reviews we hear what requirements are needed from start to finish and document what we learned in a project plan. Together, we will sign off on the plan to ensure that the expectations for the project are met. From this process, you will understand what is being done and what your role and assignments will be for the project.

Solution Configuration & Development
Solution configuration is the design and set up of our software and custom development defined by your process requirements.

System Integration
WithoutWire has out-of-the-box integration with Microsoft Dynamics. We also have clients who are using other ERP solutions. We will define ERP touch points so there is a full view of what is needed in your warehouse management solution integration.

Solution Testing
Solution testing will insure that once the software and integration is setup, the system is functioning based upon the data requirements.

Solution Deployment
Solution deployment will provide both final inventory cutover, from the manual system, and user training so your team is equipped to handle the new system. Appolis consultants are on site during this process to ensure everything is running smoothly.

After Go Live Support
We offer phone support 24 x 7 once you are up and running which gives you peace of mind when running an operation after the typical office hours. At go live, you will have a bank of support hours set up to use and later you can purchase additional hours as needed. You are billed for time used, with no rounding up to the nearest 15 minute increments; making our service a great value.

Remote Maintenance and Support
Our technicians are equipped to utilize remote techniques to access and manage your WoW system if desired. This service offers you a rapid response when diagnosing your problem or managing how WoW is performing.

Maintenance
On an annual basis, WithoutWire customers pay a usage fee and have access to continuous feature improvements of WithoutWire. Professional service fees are added for implementation of requested enhancements.

If you have any questions or unique service needs, please call us at 612-343-0404 or email info@Appolis.com.

Phone: 612-343-0404
Email: info@appolis.com
Web: www.appolis.com

Appolis, Inc.
333 Washington Ave N, Suite 106
Minneapolis MN 55401