



FIERY IMPLEMENTATION SERVICES

EFI Fiery Central

Standard Implementation Package Expectations and Acceptance

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System Implementation Overview

Introduction

EFI has developed a 3-day on site comprehensive implementation/training plan consisting of 11 modules for **Fiery Central Balance** encompassing product installation, training sessions, workflow review and handoff to the internal Fiery Central Support Team. This document includes:

- ✓ 3-day implementation/training module outline
- ✓ Project timeline
- ✓ Summary of what to expect from EFI
- ✓ Summary of what EFI expects from you and your Dealer
- ✓ Detailed description of each module
- ✓ Acceptance page requiring signature at time of completion

3-Day Premium Implementation/Training Module Outline

Before on site implementation

1. Pre-implementation conference call

Day 1

2. Site prerequisite review
3. Fiery Central software installation and enabling features
4. Printer groups
5. Printing from Client Workstation
6. Using Fiery Central with Fiery Command WorkStation™

Day 2

7. EFI SeeSequence Suite (Impose and Compose)
8. EFI Hot Folders
9. Fiery Central System Maintenance
10. Client Hands-On Operations – Phase 1

Day 3

11. Client Hands-On Operations – Phase 2
12. Acceptance – site review and sign off

After the On Site Implementation

13. Finalize and deliver implementation report
14. Customer accepts and signs off on project

Project Timeline

Coordination and Schedule

Each implementation will be coordinated and scheduled by EFI Professional Services consultant in conjunction with the Technical Support Specialist (TSS) team within approximately two (2) weeks of the receipt of the purchase order. Availability is based on EFI TSS resources and schedules. The schedule of the individual training topics covered during your implementation will vary based on the options, number and type of engines, workflow and the implementation package that has been purchased.

What you will receive from EFI

Knowledgeable Consultants

Your implementation will be assigned to an EFI Professional Services consultant that will be your primary point of contact throughout the implementation. Each consultant has extensive knowledge implementing Fiery Central.

Pre-Implementation Conference Call

Your EFI consultant will conduct a pre-implementation conference call with dealer and customer to discuss customer's operations and how they relate to the Fiery Central implementation. This discussion is centered on the customer workflow and typical job content that may have an impact on the configuration of the Fiery Central as well as identifying the key contacts from dealer and customer organizations. Not completing this step will delay the implementation.

System Configuration

The EFI Fiery Central implementation will begin with an install and configuration of the Fiery Central software to conform to the workflow identified in the pre-implementation conference call.

Fiery Central Application Training

The goal of the EFI consultant in the Fiery Central Application training is to teach operators to configure, edit and manage their workflow.

Workflow Analysis

During the pre-implementation call and during the installation, the customer and dealer will be expected to provide several print jobs that are representative of the customer's daily work. On the final day of the implementation, the customer will run their jobs on the Fiery Central while the EFI consultant observes, answers questions and provides tips on how to gain efficiencies with the Fiery Central. We have found that if the customer is able to run a representative sample of their work with EFI on site and available, customer satisfaction is increased substantially.

Implementation Report

Upon completion of the on site visit, the EFI consultant will provide a detailed implementation report which includes a checklist of the training sessions completed and a list of any technical issues that have been reported to Technical Support during the implementation process.

Post Implementation Handoff

The final implementation step for the EFI consultant is to initiate a call with EFI Technical Support to ensure that the dealer and customer have the information needed to maintain and support their Fiery Central product.

Note: Dealers must purchase a Tier 2 Software Maintenance and Support Agreement (SMSA) for each Fiery Central product to receive direct technical support from EFI. The Tier 2 SMSA begins the day the system is shipped. Please refer to the EFI Fiery Central SMSA for complete details on the support. EFI's Technical Support team is available by phone and email to assist dealer with technical issues or questions that may arise throughout the life of the SMSA, including during the implementation.

What EFI expects from Dealer and Customer

Completed Implementation Acknowledgement

When the order is placed for Fiery Central Implementation Services, **a signed copy of this EFI Fiery Central Standard Package Implementation Package document must accompany the purchase order.** A signed document is required before implementation can be scheduled.

Print Engines Installed and Functional

Before the Fiery Central can be tested, it must have the print engines and/or scanners installed and functional, with the proper Fiery Central specific firmware levels.

Network Cabling Complete

The network cabling should be installed per the recommended configuration prior to the arrival of the EFI consultant. Any questions on connectivity should be addressed in the pre-implementation conference call.

Identify Print Engines

The customer will identify which print engines will be added to the Fiery Central print groups.

List of Media to be Used

The customer will provide the list of media that will be used to populate paper catalogs on Fiery Central and the print engines. The customer and dealer will also identify which finishing options have been installed and how paper catalog has been enabled on the print engines.

Resource Availability

Both appropriate dealer and customer personnel should be identified during the pre-implementation conference call. It is imperative that each assigned resource be available during the scheduled sessions. Any scheduling changes will impact the installation timeline and may result in additional costs to the customer and/or delay the completion of the implementation. For complete details refer to the Rescheduling/Cancellation Policy section in this document.

Customer and Dealer Sign off

At the completion of the installation, the EFI consultant will review the implementation with the identified contacts and will require sign off from both Dealer and Customer (all parties) that the install is complete or that the identified issues are still remaining and turned over to technical support.

Customer Sample Jobs

The customer should provide sample jobs that are representative of the work most commonly run. These jobs will be incorporated into the training. The goal is to have the customer run these jobs successfully with EFI observing on the last day of the implementation.

Rescheduling/Cancellation Policy

Timelines and Cancellation Fees

1. Rescheduling of any previously scheduled on site service with 10 business days or more advanced notice will be subject to a \$750 rescheduling fee.
2. Rescheduling of any previously scheduled on site service with less than 10 business days advanced notice will be subject to a \$1,000 rescheduling fee.
3. Cancellation of any previously scheduled on site service with 10 business days or more advanced notice will be subject to a \$1,500 cancellation fee.
4. Cancellation of any previously scheduled on site service with less than 10 business days advanced notice will be subject to a \$3,000 cancellation fee.

Implementation Scope

Appropriate Planning and Training

The Fiery Central implementation may involve several phases. For example, it could encompass, pre-implementation planning, software installation, training, review and customer live work being run. It is the responsibility of the customer and dealer to make use of the planning and training in order to ensure the customer's satisfaction with the product.

EFI will train the customer's designated site operators(s) on all base objects within the Fiery Central application. Additionally, training will be provided on any optional modules purchased.

Testing

Critical Phase

Testing is a critical phase of any system implementation. Throughout the training provided by EFI, there will be numerous opportunities to provide test jobs to validate any configuration options selected. Please be prepared to provide test jobs throughout this process.

How to Buy an Implementation Service

Contact a Fiery Dealer

Purchase a Fiery Central Implementation Service through any Fiery Dealer. To find a Local Dealer near you visit our How to Buy, Find a Fiery Partner on our website at www.efi.com/fiery/. Or call EFI Product Sales at 800-875-7117.

Fiery Central Implementation Module Details

Summary

The Fiery Central implementation agenda can vary based on the customer's workflow needs. This section details each Implementation module and identifies the primary topics covered in each. Please note that the purpose of this implementation is to provide end users with the training and tools needed to manage the Fiery Central application.

Module 1: Pre-Implementation Conference Call

The Fiery Central pre-implementation conference call will include the EFI consultant leading the implementation and the dealer and customer representative(s). The call will focus on the pre-implementation checklist, detailing the customer environment and workflow, and the prerequisites listed in this document.

Module 2: Site/Prerequisite Review

The site/prerequisite review allows the EFI consultant to verify that all needed hardware and software required is on site and that the engines to be connected are functional with the appropriate firmware installed. The EFI consultant will also meet with the customer and dealer principles on site to review the implementation schedule.

Module 3: Fiery Central Software Installation

The EFI consultant will go over the installation and configuration of Fiery Central with the dealer technical representative and Customer Operator.

- Install Fiery Central
- Enable Features
 - Create, back up and restore printer groups
 - Enable Fiery Central Flow automated workflow creation
 - Define variable data printing global resource search paths
 - Paper catalog
- Install Fiery Central Client Utilities for Windows and Mac

Module 4: Printer Groups

Topics covered in this module include:

- Creating Printer Groups
 - Color split
 - Long job split
 - Copy split
 - Preferred printer
 - Single fastest engine
- Intelligent Routing
- Paper Catalog Map

Module 5: Printing from a Client Workstation

Topics covered in this module include:

- Fiery Central driver installation on Windows and Mac
- Fiery Central PPD options
- Set up basic tab shortcuts in the PPD
- Color Split load balancing options
- Long Job split load balancing options
- Copy split load balancing options
- Preferred Printer load balancing options
- Error Recovery options in the driver

Module 6: Using Fiery Central with Command Workstation (CWS)

Topics covered in this module include:

- Import files using CWS
- Review Fiery Central Job Properties in CWS
- Review Balance options in CWS
 - Color Split
 - Long Job Split
 - Copy Split and
 - Preferred Printer

Module 7: EFI Seequence Suite (Impose & Compose)

Topics covered in this module include Impose:

- Main features and simple booklet printing
- Gang Up
- Step and Repeat
- Customizing a saddle bound document
- Head to head imposition
- Mixed Page Sizes
- Content Editing with Acrobat Professional and PitStop
 - Renumbering pages
 - Changing text
 - Changing Colors
- PitStop Preflight

Topics covered in this module include Compose:

- Per page Job Properties
- WSIWYG thumbnail previews of paper and finishing options
- Tabs
 - Creation
 - Editing
 - Insertion
- Interface shortcuts to streamline media selection
- Support for PDF, Postscript and VDP job formats
- Direct PDF document insertion
- Content Editing with Acrobat Professional and PitStop

Module 8: EFI Hot Folders

Topics covered in this module include:

- Install EFI Hot Folder utility on a workstation
- Configure EFI Hot Folders with Fiery Central properties
- Configure EFI Hot Folders with Impose templates
- Configure EFI Hot Folders Filter Settings
- Send files using EFI Hot Folders

Module 9: Fiery Central System Maintenance

Topics covered in this module include:

- Backup and Restore components
 - Printer Groups
 - Paper Catalog
 - Flow Module
- Installing System updates
- Uninstalling Fiery Central
- Installing new version

Module 10: Customer Hands-On Operations – Phase 1

The EFI consultant will work with the operator to run customer provided jobs utilizing the Fiery Central using topics covered in implementation/training as real world examples that the operator will value.

Module 11: Customer Hands-On Operations – Phase 2

The EFI consultant will observe the operator running representative work provided and will be available to answer any questions about jobs setup and running and offer any efficiency improvements to ensure that the jobs provided are run as effectively as possible. The EFI consultant will also review the operation of the Fiery Central and any utilities to ensure that all are running properly.

Acceptance

Signature Required

This document must be signed and submitted to EFI before your implementation begins. By signing below, you accept the terms identified in the cancellation policy, and confirm that you have read and understand the information provided in this document.

Authorized Signature (Customer): _____

Print Name: _____

Company Name: _____

Proposed Implementation Date: _____