

# IMM eReceiptsCloud

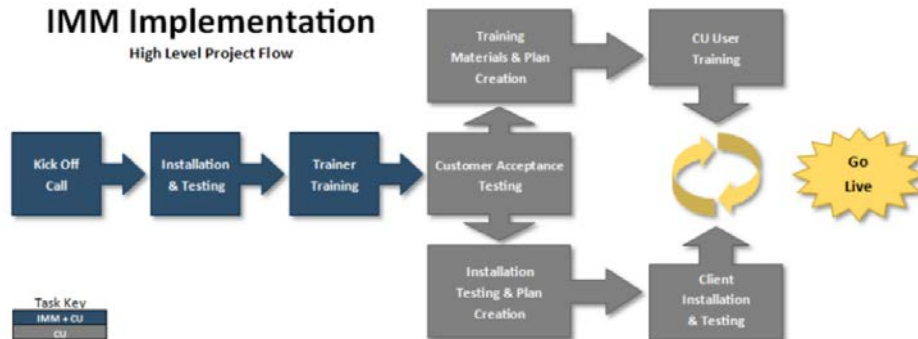
## Implementation Plan

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## Overview

This document discusses the implementation of our IMM eReceipts Cloud Solutions. It is a high-level overview intended to provide an understanding of the tasks and requirements to complete this project.



## Benchmarks

The general project flow consists of these steps:

- Meetings (kick off and regular project meetings)
- Provisioning
- Financial Institution reviews Training Material
- Installation/End to End Testing
- Customer Acceptance Testing (CAT)
- Financial Institution Plans and Builds out Training Material
- Financial Institution Trains Staff
- Financial Institution Test Installation Plan for Client Components
- Go Live

## Project Coordination

IMM's Project Manager will schedule regular project calls to ensure the project is on target by all applicable parties (Institution, Core, Imaging, and IMM). The calls are usually weekly or biweekly depending on the timeline.

The Financial Institution is to complete and provide all requested correspondence which includes:

- Pre-Installation Survey
- Logo(s) Specifications: 317x152 pixel 203 DPI in JPG/JPEG format
  - Other formats are not supported.
  - The file size must be less than 128 KB.
- Hardware order forms

During the project calls, the following topics will be discussed (if applicable):

- System & Preliminary requirements
- Peripheral Devices and Driver Installation
- Receipt Printer/Signature Pad/Scanner
- Training Requirements
- Customer Acceptance Testing
- Open issues or concerns
- Pre-Go Live requirements
- Go Live date
- Project Timeline

## Project Support

Please DO NOT contact IMM Support while in the project implementation phase. Your IMM Project Manager will coordinate your go-live and inform the IMM Support team about the implementation at the time of Go Live.

Your Project Manager will address any concerns the Financial Institution may have during the implementation.

## Installation

Installation is composed of several types of tasks:

- Core Installations and Configurations
- Financial Institution Installation
- IMM Provision and Configuration

### Core System Integration

The Core representative or Financial Institution will configure the necessary settings to allow for data delivery from the core system to the IMM product solution.

Necessary changes in your core system are required before going live which includes changing your core settings to turn off account number masking. Please test to ensure the account number masking has not affected your receipt data output.

### Financial Institution Installations

The Financial Institution is required to install Peripheral Devices with their appropriate drivers such as printers, sig pads, and scanners prior to the engagement scheduled with your installer.

### IMM Provision and Configurations

The provision of the Financial Institution portal in the IMM cloud is completed once all the preliminary information is gathered. This model significantly reduces time as the provisioning is handled solely by IMM.

During the Cloud process, IMM will need to provision the FI's portal after we gather all the prerequisites. One of the requirements for our cloud implementation is to use an Azure Active Directory account to manage the user ids and groups that will be used within eReceipts. Azure Active Directory is Microsoft's cloud identity management service.

Do you know if you have an Azure account?

- If you do:
  - Your existing account will be used to manage the users/groups so we will need to gather the following information:
    - Azure Active Directory domain name
    - Azure Active Directory Domain OID/Tenant ID

- Azure Global administrator username, specifically the Azure User Principal Name/Global Admin account
- If you do not:
  - Financial Institution will need to work with their Microsoft provider to create a free Azure Active Directory account.
  - After the account is created, you will need to add or delete user accounts for your on-boarding and off-boarding process.
  - Financial Institution will need to synchronize with on-premise domain using Microsoft Synchronizer software for Azure Active Directory.

## **Training**

Administrative and End User training videos will be provided. The Financial Institution will be required to review the materials in advance of their end-to-end testing.

## End to End Testing

### Customer Preparation

- Test Workstations Preparation
- Have available all peripherals that will be used (e.g., scanners, signature pads or other in-person devices, printers)

### Primary Focus

The primary focus is:

- Installation of the client components on the workstations
- Installation of the agents which are installed on a dedicated server.
  - End-to-end testing
  - Confirm Data Passage from the Core System
  - Verify functionality of peripheral devices
  - Ensure the Completed Archive Receipts are downloaded via the Archive Agent
  - Ensure the Member Import Utility is enabled to send receipts via email

It is important that your IT team participates in the installation and testing of the client application and has admin privileges to the test workstation, Azure Active Directory.

A Teller resource/power user and FI's Global Admin user are required to complete end-to-end testing.

### Post Installation

You will need to set both permissions and antivirus exclusions which will be provided to you as part of the project.

### System Testing

System Testing is the initial testing of the system to ensure the process is functional from the beginning to the end. This validates that the system was installed and configured in such a way that both Training and Customer Acceptance Testing can be completed.

This testing is NOT the certification that the system is 100% functional and ready for Go Live. User Acceptance Testing provides the Go Live certification.

**Note:** To complete this stage, you need to be ready to do transactions from the core system.

The Financial Institution will begin to perform Customer Acceptance Testing (CAT) to ensure that all aspects of the system are:

- working as designed
- ready for the training of staff
- ready for Go Live

The completion of the Customer Acceptance Test Matrix is a critical phase of the implementation, as it will uncover anything that is not functioning as intended and will ensure a smooth Go Live. Care needs to be taken to use the system in all ways that it will be used in the live environment to avoid live complications from undiscovered issues.

The Customer Acceptance Testing matrix will be provided to the Financial Institution by the IMM Project Manager.

To complete this stage, the Financial Institution MUST go through the following steps:

- Make necessary changes in the core/third-party system (imaging/masking) before going live.
- Ensure all the hardware (printer, signature pad, scanner) applicable to the workstation is installed
  - Verify that hardware is functional with respect to our software.
- Verify transactions are printing to the respective receipt printer
- Verify the receipt contains applicable FI information (logo, address, etc.)
- Verify all data is displaying correctly on receipt and in proper layout.
  - Via on the monitor
  - Via printed receipt copy
  - Via text (if applicable)
  - Via email
- Archive of transaction
  - Confirm archived receipt is making it to the Archive folder
  - Retrieve the archived receipt from the imaging/optical system
  - Verify all indexes are displaying correctly in imaging system
- Hold Notices (if applicable) transaction testing to ensure printing is correct.

The Financial Institution's sign off on the Customer Acceptance Testing Matrix spreadsheet formally certifies that the system configuration and CAT are complete. This ensures that all aspects of the system are working as designed and ready for the FI's training of its staff and subsequent Go Live.



## Training

Administrative and End User training videos will be provided. The Financial Institution will be required to review the materials in advance of their end-to-end testing, and in preparation for their Customer Acceptance Testing.

Financial Institution's Train-the-Trainers/Education Department will need to review the training materials in preparations for both testing and end-user training and be prepared to develop policies and procedures if necessary.

It is highly recommended that the Financial Institution's training team be involved in Customer Acceptance Testing so they have hands on experience with the product and can fully understand the training needs.

## Pre-Live

Financial Institutions is responsible for ensuring the client application is installed on all production workstations, including all peripherals connected/tested and drivers installed, prior to go-live.

End-User Training must be completed prior to go-live.

## Go-Live

A 2-hour dedicated support session is scheduled with your IMM Installer on go-live date. Financial Institution must engage with the Installer to report if any issues/concerns on go-live day.

IMM will review the options available to roll-out the client components and help the Financial Institution decide what model go-live may work the best.

- Branch by Branch
- All Branches

**Note:** IMM does not support Go Lives on Fridays or weekends/holidays unless it is scheduled in advance and a proposal is signed.

## Financial Institution Support

It is important that the Financial Institution arrange for adequate support resources for Go Live day so that users are well supported. Please consider this when deciding how many people/locations to take live at one time and plan accordingly for support staff.

## IMM Support

After the dedicated 2-hour go-live support engagement with the IMM Installer, Financial Institution will be directed to IMM Support. The IMM Support Team can be reached using the following methods:

**Phone:** 800-836-4750 Option 3 (8:30am - 10:30pm ET, Monday - Friday)

**Email:** [support@immonline.com](mailto:support@immonline.com)

**Online Form:** <https://www.immonline.com/support/request/>

IMM Project Manager will provide support guidelines for ticket escalations and for contacting IMM Support.