FAST START SERVICES (FSS)

What are Fast Start Services:

- Fast Start Services **(FSS)** are blocks of hours that can be purchased for *facilitated implementation* of GenRocket. These hours help to reduce the "time to value" for GenRocket customers.

- With facilitated implementation, GenRocket takes the lead for getting one or several test data projects set up and handed off to the customer.

- FSS are purchased in blocks of 40-hour time increments. Most customers purchase between one and five blocks of 40 hours, depending on their budget and size / complexity of their first few test data projects.

- FSS are intended for accelerated test data project setup by new GenRocket customers in their first 90 days.

How Fast Start Services Work:

- GenRocket will assign a dedicated Solution Engineer (SE) and Technical Project Manager (TPM) to work with customer team(s) for the FastStart Services Project.

- The dedicated TPM will utilize project management best practices to ensure Customer's project stays on track.

- The GenRocket SE and TPM will guide the customer team(s) through GenRocket's test data storyboarding process.

- The SE will use the customer's test data stories, understanding of GenRocket's Model, Design, Deploy, Manage methodology and GenRocket tools to accelerate the implementation for the customer.

Benefits of FastStart Services:

- Customers reduce their "time to value" from GenRocket.

- Customers learn quickly from seeing how GenRocket is used to solve their test data

- challenges; they use the first FSS projects as "best practices" examples for additional test data projects.

- Customers receive hands-on "knowledge transfer" of best practices for synthetic test data use cases in addition to what is available on-line through Flight School.

- Customers reduce risk of project disruptions and reduced ROI from the GenRocket software investment due to internal resource constraints.

- FSS can "jump start" the creation of a GenRocket Center of Excellence (CoE) within the customer organization.

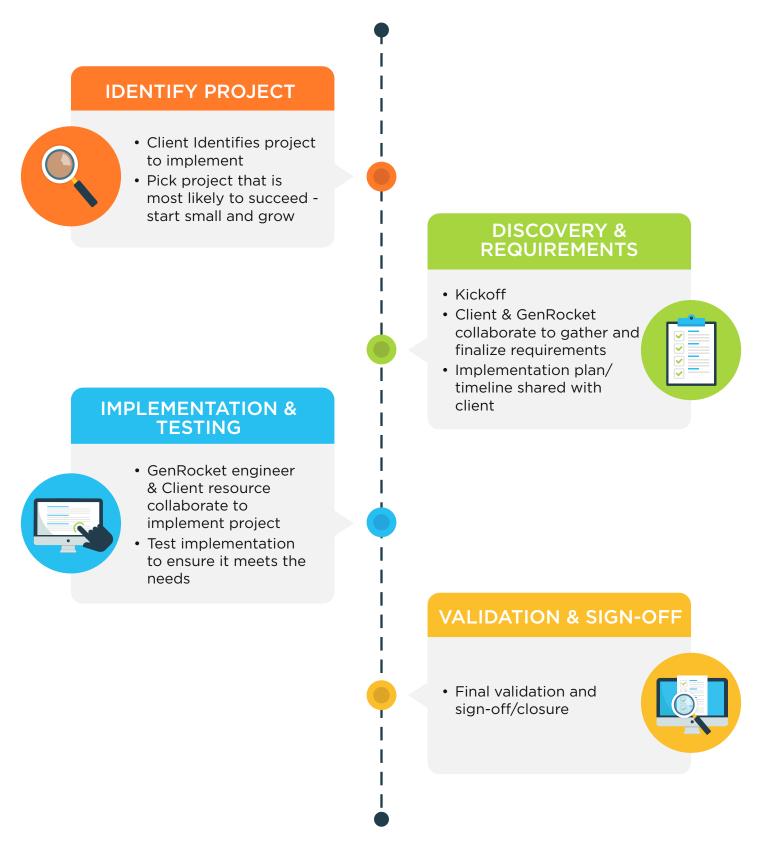# FastStart Services Scope Overview:

GenRocket will use best practices implementation methodologies ("GenRocket Methodology") to work as efficiently as possible and accelerate implementation.

GenRocket Methodology:

- **Scoping & Storyboarding** - Detailed scoping and gathering of requirements, including high level ER diagrams, test data storyboarding, sample data and data schemas. Scoping hours include any meetings, reviewing the materials and test data stories provided and other assessments.

- **Model** – Create test data Projects and model Domains (tables), Attributes (Columns) within the Project and assign appropriate Generators to generate the data for each Attribute. Establish referential integrity between Domains and across test data Projects, if required.

- **Design** – Create Test Data Suites that contain the different Test Data Cases, Test Data Rules, and Test Data Queries that will deliver the test data for test case requirements. Organize the Test Data Suites per the needs of the customer's testing and development organization.

- **Deploy** – Configure the output format of the data to match the customer's data format requirements. For example, data that is inserted into Customer Oracle or PostgreSQL databases. And determine the best way to integrate the synthetic data into the customer test automation framework(s) and tools.

- **Manage** – Introduce customer to best practices of managing the GenRocket test data platform including reviewing Project status using analytics dashboards.

FastStart Services Process Overview:

FastStart Services consists of four (4) main phases:

IDENTIFY PROJECT

- Client Identifies project to implement
- Pick project that is most likely to succeed - start small and grow

DISCOVERY & REQUIREMENTS

- Kickoff
- Client & GenRocket collaborate to gather and finalize requirements
- Implementation plan/ timeline shared with client

IMPLEMENTATION & TESTING

- GenRocket engineer & Client resource collaborate to implement project
- Test implementation to ensure it meets the needs

VALIDATION & SIGN-OFF

- Final validation and sign-off/closure

1. Customer purchases FastStart implementation services in addition to their GenRocket licenses. The customer identifies project(s) for FastStart services
2. GenRocket TPM is assigned
3. TPM meets with the Customer for an initial kick-off and exploration meeting. TPM provides Customer with GenRocket storyboarding (Requirements gathering) template
4. The Customer completes the storyboarding process and provides GenRocket TPM with any other supporting materials to understand the base requirements
5. GenRocket assigns expert GenRocket Solution Engineer to the project
6. TPM, Solution Engineer meets with Customer to clarify and finalize requirements
7. Solution Engineer provides estimates on effort and any challenges expected
8. Execute project - Solution engineer configures project in the Customer's GenRocket application. Works with Customer to integrate into Customer environment.
9. Customer validates the 'seed' (baseline) project.
10. Solution Engineer conducts necessary/additional knowledge transfer
11. Customer approves closure of project and takes over the project.

Throughout the project, the TPM will provide project management services (updates, hours tracking, Issue resolution etc.).

"Billable" or Trackable Activities:

Hours are "billed" or tracked in increments of .5 (30 minutes = .5). A meeting with multiple GenRocket resources is not counted per person/per hour billing, it is only billed on occurrence (ex: If both solution engineer and TPM are on a 1-hour call, this is counted as "1 hour", not 2 hours).

The below list provides typical activities that will count against purchased FastStart hours:
- Meeting with Customers whether technical or non-technical (e.g., status meeting).
- Solution engineer spending time configuring and testing project for the Customer ("hands on keyboard").
- Specialized training, including preparation time
- Working with Customers troubleshooting
- Any special requests such as customized testing or research

Note: The following activities are not billed/tracked

- Email response from solution engineer and/or TPM to Customer when questions are sent via email
- GenRocket internal meetings to work on Customer project
- Any administrative activities like preparing status, project updates etc.
- Requests/questions submitted by Customer through Tech Support portal (these are treated as standard support questions).