

Introduction to Aria Implementation Methodology



Introduction

Throughout this course you will be introduced to:

- Aria's Implementation Methodology (AIM)
- The Solution Design Framework
- Aria's service teams and their roles and responsibilities


AIM

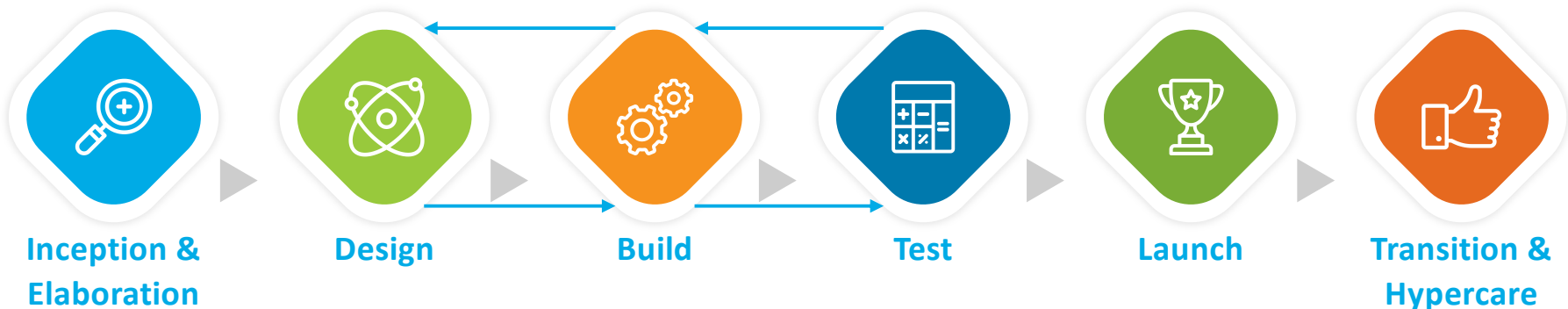
There are six phases of the AIM as shown below.

You will start planning your Aria Implementation with Aria's **Professional Services** team who will oversee the implementation process through to your first live billing cycle.

Once you complete the six AIM phases, you will work with the **Customer Support** team who will be your go-to point of communication from then on.

AIM Phase	Description
Inception & Elaboration	Put together a project, timeline, and execution plan; define the scope; create a budget
Design	Create a Solution Design document and get it approved by Aria
Build	Get your Aria system configured and into a functional state
Test	Complete functional testing, integration testing, system validation, and UAT tests.
Launch	Final data migration, site setup, project acceptance, and Go Live
Transition & Hypercare	Professional Services team support for ongoing tuning of integrations and configurations, handoff from Professional Services to Customer Support

 **Quick Tip:** Notice that the **Design, Build, and Test** phases are repeatable, based on how the process for each system component goes



Solution Design Framework

The Solution Design Framework is created as part of the Design phase of the AIM. This document defines your Aria Implementation.

There are 11 functional areas in Aria's Solution Design Framework.

- **Product Catalog and Monetization Strategy:** define the products you sell and how you will monetize them.
- **Account Registration:** define the process for registering new accounts.
- **Account User Self-Service:** define the process for allowing customers to service their own accounts.
- **Usage Data:** define the process for recording and reporting usage data (if applicable).
- **Payment Methods and Processing:** define and configure methods for payment collections.
- **End User Communications:** define and configure customer notifications.
- **Active Orchestration:** provisioning events and event-based notifications.
- **Reporting:** define a catalog of reports capturing significant data
- **System Configuration:** tune Aria to meet your business requirements.
- **Data Migration:** define and execute migration of legacy data to Aria (last step before Go Live).
- **Integration Setup:** configure add-ons and third-party applications.

Aria Service Teams

Aria has five available service teams, each with their own areas of expertise for assisting your business needs.



- **Implementation and Delivery:** AIM and integration
- **Knowledge Services:** Training and documentation
- **Customer Success:** Post-implementation success
- **Customer Support:** Technical services and support
- **Technical Account Management:** account managers, consultants, and architects proactively ensuring you receive the maximum value from the Aria platform, offering a wide variety of services to keep everything running smoothly.