

Implementing Charon: 3 Simple Steps

STEP 1



Preparation and Planning

- In this phase of qualification and solution design, our experienced technical team will gather information about your legacy system and fully qualify your requirements.
- Full qualification outcome will be a solution design and cost estimate based on the data we gathered.
- From there, our team will meet with yours as needed to discuss specifications, including hardware requirements or necessary customization. At this stage we address any questions presented by your team.
- *Timing: Approximately 5 days for us to gather data and provide information, plus 2-3 meetings of about one hour each, over the course of several days.*

STEP 2



Implementation

- This phase involves the installation of our Charon software as well as the testing, migration, and cutover to the new system.
- We install the system outside of your production environment, ensuring Charon emulation will work, and you conduct tests until you're satisfied with the virtual environment.
- Now that the testing has been successful, we do a final transfer if needed and integrate Charon systems into your production environment.
- *Timing: Approximately 5 days for install, done by Stromasys engineers. Time for testing is at the customer's discretion, generally a couple of weeks plus one weekend day or one evening for migration and cutover.*

STEP 3



Support

- Immediately upon installation, our Support team is readily available for diagnosis, troubleshooting, and application maintenance.
- We have two Support plans available to meet the needs of our customers and their legacy systems: Gold Support is available during business hours, and Platinum Support is 24/7, round-the-clock support.

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STROMASYS INC

Americas Region
2840 Plaza Place
Ste 450
Raleigh, NC 27612
United States of America
Phone: +1 919 239 8450
Fax: +1 919 239 8451
us.sales@stromasys.com

STROMASYS SA

Europe, Middle East & Africa
Avenue Louis-Casai 84
5th Floor
1216 Cointrin-Geneva
Switzerland
Phone: +41 22 794 1070
Fax: +41 22 794 1073
emea.sales@stromasys.com

STROMASYS ASIA PACIFIC LTD

Asia Pacific Region
Room 1102, 11/F, Lee Garden One
33 Hysan Avenue
Causeway Bay, Hong Kong
Hong Kong SAR of People's Republic of China
Phone: +852 3959 8788
Fax: +852 3959 8800
apac.sales@stromasys.com



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