

The Blueprint Process

Phases	Deliverables	Timeline
Discovery	<ul style="list-style-type: none"> • Online surveys • Initial phone calls with primary technology owners 	Phone calls and surveys each take between 10-30 minutes and are conducted prior to on-site phases.
Maintenance & Diagnostic	<ul style="list-style-type: none"> • On-site service • System repair • Restoration to factory settings • System diagnostic • Component inventory 	Occurs over the course of one day
Analysis	<ul style="list-style-type: none"> • On-site user interviews • Roundtable discussions with leadership team and stakeholders 	Occurs over the course of 1-2 days. The Analysis and Maintenance & Diagnostic phases occur simultaneously.
Delivery	<p>A summary report consisting of:</p> <ul style="list-style-type: none"> • Current user workflows and insights • Recommendations to increase productivity and utilization, such as process adjustments or technology changes • Opportunities for technology optimization • Recommended next steps <p><i>The Blueprint summary report is owned by the client and any recommended next steps taken are at their discretion.</i></p>	The report is delivered approximately two weeks after on-site visit.