Introduction

This document serves as an agreement between PowerPhone and Lowndes County 911 to implement the PowerPhone Total Response Call Handling System. This document provides an overview of the implementation process, the responsibilities of both organizations in the process, and identification of key personnel who will be involved in ensuring a successful implementation of the system.

PowerPhone's Proposed Solution

PowerPhone will implement a Total Response Call Handling Solution for Lowndes County 911. The delivered solution will include Total Response software for call handling and provide access to PowerPhone's full range of educational services. The process to implement and realize the full benefits of the system will be led by a dedicated PowerPhone Implementation Manager assigned to your agency. Of critical importance to the success of this initiative is a close working relationship between PowerPhone and Lowndes County 911 to set objectives, fulfill deliverables, and secure full adoption of this system among all end users. Ongoing use of the Total Response system will help ensure that your agency handles each call for service in a consistent manner.

Total Response Implementation Process

Implementing Total Response is a partnership between PowerPhone and Lowndes County 911. PowerPhone will work closely with you in all phases of deploying your Total Response system, from installation to configuration to education to launch. PowerPhone will set a schedule of deliverables that brings you from "Kickoff" to "Go Live" as quickly as possible. To achieve this, it is important for all stakeholders at your agency to understand and agree to identified timelines.

You will be assigned a dedicated PowerPhone Implementation Manager (IM) to bring Total Response to your agency. Our IMs have both deep experience in emergency communications and expert knowledge of Total Response. ***Keeping in consistent contact with your assigned PowerPhone IM is of vital importance.*** Below are the major milestones in your implementation project. Please note that these milestones are not inclusive of all the work a project may entail, and that tasks that fall within each milestone may overlap as we work to launch your Total Response system as soon as possible.