

# MFA Implementation Overview



## Step 1: Evaluate Requirements

We begin with a 30-60 minute call to go over the end user's requirements. We listen to the use cases, and make a recommendation of what solution will work best in the environment.



## Step 2: Quote

Once we determine the appropriate solution, we can then make a recommendation for the client and provide a preliminary pricing proposal.

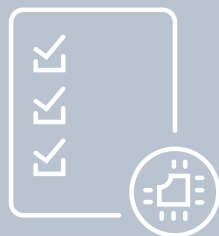


## Step 3: Demo

If the pricing aligns with the end client's budget, we offer a free demo of the selected solution which typically takes around 60 minutes. This is a great time for clients to ask detailed questions about the proposed solution.

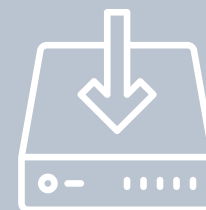
## Step 4: Pilot

After the demo is completed, we offer to set up a free 30 day pilot (remotely) on the end user's network. This gives the customer a chance to experience the solution in a real world environment.



## Step 5: Installation

If the client's testing is successful and a purchase order has been submitted, the Tx Systems engineering team will assist in turning the pilot test into a full production install. This portion may require the client to purchase a professional service package.



## Step 6: Ongoing Support

Ongoing maintenance and support is covered by each solution's active maintenance agreements. As long as the client reinstates their maintenance every year, then they will receive support via both Tx Systems and HID engineers for the life of the system.

