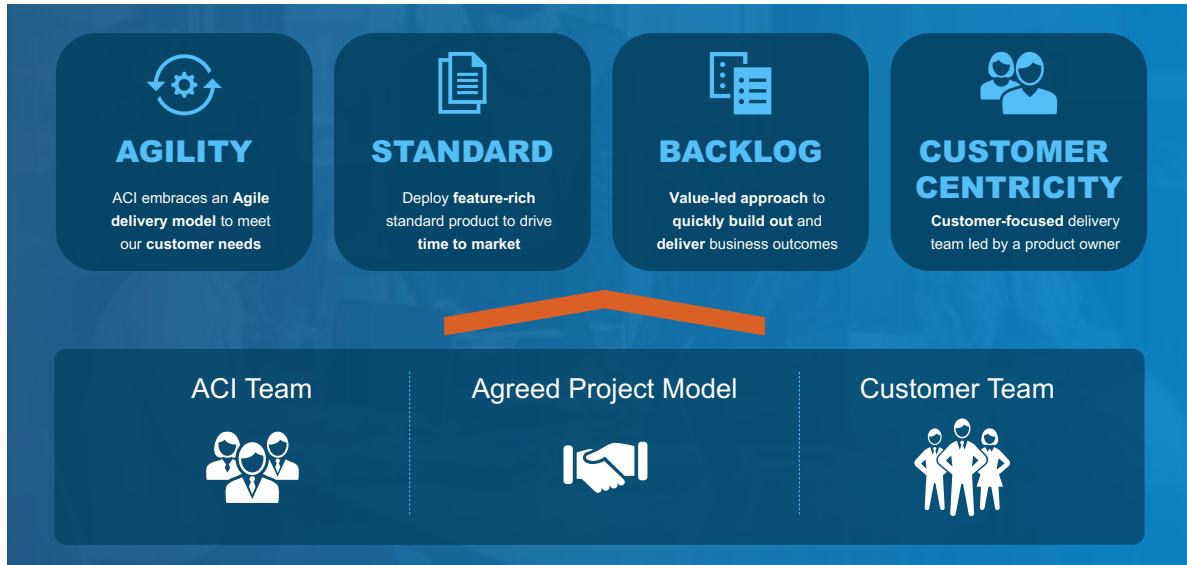


PRESENCE

ACI's ability to drive your success begins with our full team contributing, engaging, asking questions, fostering discussion and responding to your needs in an Agile working style, and based on the agreed scope.

This follows our unique customer engagement model:



VISUALIZATION

ACI deploys a host of online platforms, visual collaboration tool suites and real-time communication capabilities to accelerate the communications necessary to deliver project success.

Examples include:

- Visibility into ACI's backlog to help you make highly effective real-time prioritization decisions
- Progress and success trending to highlight potential risks and enable our collective teams to respond in a timely manner

COLLABORATION

Communication is key to project success. Our teams hold daily standups to ensure alignment, and we work with you to develop a high-performing workflow. We also develop unique customer engagement models to best fit your needs and work style.

Key collaborative tools include:

- Real-time messaging capability (Cisco Jabber)
- Remote team facilitation (WebEx, Weave Boards, Microsoft Teams, Atlassian Confluence)

FEEDBACK

Real-time feedback is fostered through regular touch bases with our collective teams, which begins by establishing a shared project vocabulary. This ensures projects move forward with complete clarity.

Key focus areas:

- Real-time communication
- Product demonstrations to showcase outcomes with stakeholders, completed through virtual sprint whiteboarding
- Customer-driven delivery to give you the ability to test and integrate our products and create an ideal just-in-time deployment cadence
- Planning and prioritization engagement model centered on your environmental needs, helping us to re-prioritize rapidly and incrementally based on changing impacts

ADDRESSING TODAY'S MOST COMMON CUSTOMER REMOTE WORKING QUESTIONS

Can we still start a project under “work-from-home” conditions?

ACI response: Projects can be started at any time, under almost any condition. Our typical business-as-usual workflow includes working remotely through our visual collaboration tool suite. These tools allow our teams to “whiteboard” remotely and ensure we are communicating clearly in terms of scope, expectation, commitment and understanding of next steps to ensure we are meeting your needs.

If we need you on site, should we wait until travel restrictions are lifted?

ACI response: It is important for us to first understand why our teams must be on site. If there are impediments (e.g., new servers, environmental builds, etc.), we can begin to create alternative options, such as using VPNs. We can also discuss how ACI can gain safe, secure access into your environment to complete our work.

What if our team is not geared towards working remotely, especially in an Agile way?

ACI response: We have a host of tools that make it easy to maintain an Agile environment. Our visual tools and WebEx capability is business-as-usual for our teams, and we can facilitate your team's experience via Weave, Jira and a host of other technologies.

Additionally, all ACI tools are either cloud-based or available via VPN. Our story boards and documentation are also available to remote teams. Though we understand that there may be physical constraints on your end (e.g., access to data centers), this will not stop ACI from completing our portion of the project.

Will starting now mean spending more while receiving less productivity?

ACI response: We expect zero impact on productivity from our teams. Given the reduction in commute times and our investments in Whiteboard and other homeworking equipment, our teams have more time and tools to complete their work. We have also created working-from-home best practices, which have been developed by our coaches and teleworkers. In short, our employees are prepared and ready to deliver the high level of service you've come to expect from ACI.

Have further questions or concerns? [**Contact us today to learn more.**](#)

