

Guided Adoption for Keysight Eggplant Software

Planned onboarding and deployment program from the outset of your Eggplant Software purchase

Unlocking the Potential of Eggplant Software with Dedicated Expertise

Guided Adoption is an onboarding program provided by Keysight Eggplant to enable businesses to quickly adopt and become proficient with Eggplant software.

Onboarding a new solution can be daunting and time-consuming, so Keysight's team of automation experts will provide a guided approach for your business on how to set up, enable, and implement best practices as efficiently as possible.

Having completed the program, your team will be armed with best practices, making automation faster and more robust with less maintenance.

Technical expertise

Throughout the program, rest assured you'll have the expert guidance of a Keysight Eggplant Certified Technical Customer Success Manager (TCSM). Serving as your dedicated Subject Matter Expert, they will strategically assist in establishing the groundwork for optimal onboarding of the Eggplant software. They will engage directly with your QA and Testing team.

Your TCSM is fully committed to empowering you and collaborating with your team through regular, scheduled check-ins.

Drawing from many years of collective QA and automation experience, our team has successfully executed numerous deployments akin to yours. This wealth of expertise positions us well to anticipate challenges and guide you towards achieving your desired outcomes.



Our process

Guided Adoption follows this process to lead you and your team to success:

Success workshop

- Introduce Eggplant Technical Customer Success Manager
- Introduce Eggplant Account Manager
- Determine Project Resources
- Identify suitable use cases
- Identify automation difficulties or risks

Installation guidance

- Ensure the tool scales to the expectation of the customer (ie all teams can access tools / the tool can reach CI/CD platforms.)
- Establish platform access to begin training and implementation

Training (Basic)

- Configure SUT for training and framework building
- Deliver training on core Eggplant concepts
- Ensure all adopters are confident with the platform
- Keysight and the customer project lead identify users who can become technical champions and be involved in advanced training

Training (Advanced)

- Train technical champions to advanced certification. Apply the training in a less formal, more ad-hoc manner – applying the tool to their project application
- Establish users as Subject Matter Experts
- TCSM to advise on the customer use case
- Train champions to support the customer's internal teams / project
- Guide initial framework build
- Set up CI/CD integrations
- Train automation best practices and how they should be used with customer's use cases

Status and strategy reviews

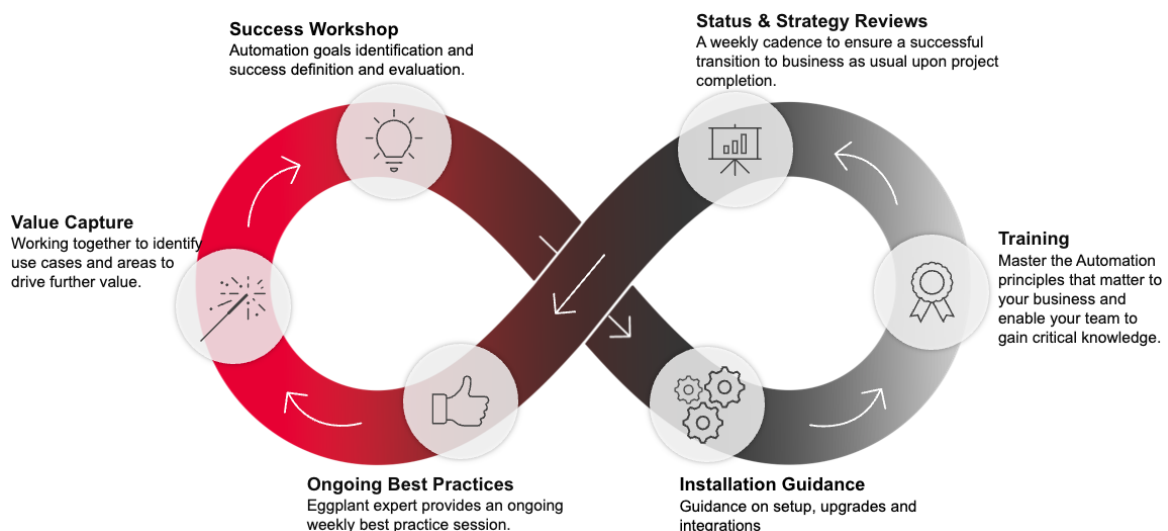
- Achieve automation KPI's quicker as defined by the engagement plan
- Identify project risks/issues
- Ensure project momentum
- Ensure adherence to best practices
- Review strategic project plans
- Develop self-sufficiency with automation
- Ensure confidence in the tool
- Set up code review sessions to ensure clear and efficient code
- Review new Eggplant releases and walk through installation and upgrades

Ongoing best practices

- Technical Customer Success Manager leads weekly/biweekly review sessions
- Address technical challenges as they occur

Value capture

- Eggplant Customer Success maintains an ongoing relationship and support for the duration of the partnership
- Ongoing review of engagement plan
- Update for the next 3-month goals
- Regular (biweekly/monthly) check-in/forums to help/address issues/advise with the automation engineers
- Monthly/bimonthly leadership team review to validate project success and ongoing development
- Continued education: promote new Eggplant features/deliver short refresher sessions



Tailored solutions for your unique requirements

We recognize that no two projects are identical. Hence, you have two options to choose the extent of support required, providing you the freedom to align our expertise with your requirements.

Description	Details
Guided Adoption Platinum	Cadence: • Month 1 to 3 → 5 hours per week • Month 4 to 6 → 3 hours per week • Month 7 to 12 → 1 hour per week • SPN: EG4020NA-3SL
Guided Adoption Gold	Cadence: • Month 1 to 3 → 2 hours per week • Month 4 to 12 → 1 hour per week • SPN: EG4020NA-2SL

Guided Adoption details:

- Term 12 months
- Billed upfront after receipt of purchase order
- Commencement of Guided Adoption Services after acceptance of purchase order
- If required, all travel and living costs are extra
- Any unused hours will be forfeited upon completion of the term and will not carry forward
 - No credits will be issued for any unused hours
 - No accumulation of hours from month to month is permitted
 - Hours from future months cannot be pulled in
- If there is a requirement to go beyond the predefined weekly hours, this time will be subject to the regular rate for a Technical Customer Success Manager (TCSM)
- Service provided by TCSM

Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.



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