Our 5-D MO for Customer Success is our proven process for delivering successful outcomes to our customers. Our proven process is forged from the knowledge and experience we have gained in our 30+ years of delivering solutions to government agencies and commercial clients spanning the Fortune 1000, non-profits, and small-to-mid-sized enterprises. Our proven process gives you a roadmap to what working with Modus Operandi will look like at each phase of our journey together, including the activities and desired outcomes for each phase.
**DISCOVER**

In Discover we listen and learn about your operations to gain knowledge of your opportunities and show that Modus CAN address one or more of your needs.

**Activities in Discover**
- About Us
- About You
- Assess Fit
- Set Expectations
- Identify key stakeholders and processes
- Establish Success Criteria

**Desired Outcome**
- You understand Modus capabilities and believe Movia and Living Intelligence COULD solve your needs and you desire to apply resources to have Modus create a solution
- Modus understands your need and has a high-level picture of how Movia would address
- Expectations and success criteria are clearly defined
- Plans are established to define solution(s) to one or more problems

**DRIVE**

During Drive we PROVE that we solved your stakeholders’ specific need, such that you recognize the VALUE we continue to deliver on an ongoing basis via our solution.

**Activities in Drive**
- Constant Care / User support
- Solution updates / maintenance
- Enrich system performance, scalability, and security
- Enhance capabilities
- Interview key stakeholders based on initial success metrics and KPIs
- Monitor promise fulfillment
- Document ROI using KPIs

**Desired Outcomes**
- Stakeholder satisfaction
- Your desired results are achieved
- Documented return on investment for solution
- Modus value grows over time and recognized throughout your organization
- Solution is monitored and issues are resolved via customer support

**DEFINE**

In Define we conduct activities to identify a solution to a specific problem such that you are confident that Modus WILL solve your need.

**Activities in Define**
- Interview key stakeholders
- Prioritize stakeholder needs and desires
- Identify success metrics and key performance indicators (KPIs)
- Define QA and IA requirements and plans
- Demo Proof of Concept / Capture the solution vision
- Define solution scope, schedule, and budget
- Define architectural artifacts and/or execute prototypes to sufficiently prove the proposed solution
- If applicable, define, prioritize, and document key Movia roadmap items required for program success

**Desired Outcomes**
- You fully understand the Modus solution as being the BEST solution that WILL solve your needs
- You and Modus establish a contract to implement the solution
- You and Modus have committed the resources required to develop and transition the solution
- Key Performance Indicators (KPIs) are clearly defined that ensure expectations and success criteria are satisfied
- The Development Plan (including schedule, risk management, quality assurance, information assurance, configuration management) and methodology is established and agreed upon by key stakeholders
- The Transition Plan is defined at a high-level and agreed upon by key stakeholders

**DELIVER**

In Deliver we will work with your key stakeholders to OPERATIONALIZE the solution in your environment, such that your stakeholders can VERIFY their specific need is solved.

**Activities in Deliver**
- Deliver and install solution
- Verify capability, security, scalability and performance
- Monitor system and applicable user processes to verify customer need is solved
- Knowledge transfer / Training
- Support user adoption and ownership
- Implement governance / use plan
- Transition support

**Desired Outcomes**
- Your key stakeholders can OBSERVE that the solution solves their need based on the defined success criteria and expectations
- Solution is accepted by your stakeholders, is operational in your environment, and integrated with your processes
- Governance / use plan is being executed by key stakeholders
- System is monitored IAW the IA and QA plans

**DEVELOP**

In Develop we work with your stakeholders to develop the solution to a specific need such that you can visualize HOW the solution will solve your stakeholders’ need.

**Activities in Develop**
- Refine requirements
- Execute stakeholder-engaged Agile solution development methodology
- Stakeholder transparency via continuous demonstrations
- Establish governance plans
- Implement QA and IA plans to ensure system quality and security
- Evaluate initial success metrics / KPIs

**Desired Outcomes**
- You fully understand the Modus solution and your key stakeholders can visualize how the solution solves their needs through our multiple demonstrations of the evolving capability
- Detailed transition plan is agreed upon by key stakeholders and is being executed by the team, including any required authorization to operate or test on customer or third-party systems (e.g., cloud platforms)
- Governance / use plan is clearly defined and agreed upon by key stakeholders
- Clearly documented requirements-to-solution matrix
- Complete solution is ready to deliver and deploy