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AXIS Projects

Campana's AXIS Projects team provides professional project management services to all AXIS customers. Each auto club is assigned a primary Project Manager, responsible for the following:

- new and ongoing AXIS software projects
- project management and consulting
- design and development
- training and technical services issues

Members of the Projects team are the primary liaison between your club and Campana. Project Managers are committed to working collaboratively to implement standardized problem solving and methods techniques. When dealing with AXIS issues, your club can contact one of the two following Campana departments, depending on the situation:

- If you require support for AXIS operational problems, contact AXIS Support.
- If you require any other type of assistance not related to operational problems, contact AXIS Projects.

About the Projects Team

To ensure the best possible customer service, members of the Projects team are each equipped with specific areas of expertise and specialization. With this variety and depth of skills to draw from, your club's individual projects (small or large) can be efficiently matched with a suitable Project Manager. For example, a larger, technical project such as ERS Digital Dispatch might involve a Project Manager with specific data communications knowledge. This Project Manager would assemble and lead a project team of AXIS developers and specialists from AXIS Technical Services. Any Project Manager working on special assignment works closely with your club's primary Project Manager.

As a cohesive team, the Project Managers are committed and encouraged to work collaboratively and implement standardized problem solving and methods techniques. This teamwork and team interaction allows Campana to maximize its resources and, as a result, reduce costs.

How to Contact Project Managers

Normally, you will be in contact with your Project Manager at regular, scheduled intervals. If, however, you need to contact your Project Manager at any other time, follow these steps:

- Email or call your Campana Project Manager. If the Project Manager is unavailable, you can leave a message in his or her private voice mailbox. The Project Manager's voice mail greeting should give you an indication of any planned activities and the expected response time. All voice mail messages should be returned within a day or two. When using Campana's voice mail system, you can talk to the receptionist or have someone paged by dialing "0". You can reach another person by dialing that person's extension.
- If you cannot wait for your assigned Project Manager to return your call, or if you feel your call has not been given the priority or attention it requires, you can contact the Director of AXIS Projects, David Dennis, at dwd@campana.com, or 519.747.5222 extension 205. The Director of AXIS Projects will promptly assign a suitable Project Manager substitute to handle your situation, or will follow up on the issue himself.

Project Services

The Projects team provides many different services to the clubs on a daily basis.

Large Projects	<ul style="list-style-type: none">• application development; for example, a large enhancement to a software module• technical projects, such as Digital Dispatch• implementation projects• new customers• new applications• training and implementation services• re-implementation of a module or set of modules• re-assessments of functional areas
Ongoing Consulting	<ul style="list-style-type: none">• frequent, scheduled on-site visits• consulting as required (once per week, month, quarter, year)• supplement the activities of the club's MIS group• provide on-site training and software support
Project Management	<ul style="list-style-type: none">• regular customer status reports• project planning• project tracking
Customer Advocated Within Campana	<ul style="list-style-type: none">• discuss approaches to future projects with customers and Campana resources• canvass feedback from Development, Technical Support and Marketing• follow up on Support issues• resolve customer issues

Software Design	<ul style="list-style-type: none"> • provide quotes for software enhancements • collect and support user requirements • deliver software package releases • install and implement software changes
Technical Consulting	<ul style="list-style-type: none"> • consult on systems planning • UNIX/Universe training, implementation and support • assistance with networks and PC integration • system review and improvement • system performance analysis • assistance with system upgrades and conversions • security audits • assistance with disaster recovery plan • troubleshooting on hardware integration issues • site audits and inspection

Terms of Service

All software is completed and then released to our distribution account. The timing, for you to receive and implement the software is arranged between project leaders and your club. The following situations may occur:

Implementation of a Module

A quotation for the implementation of software and/or hardware (including software, hardware, implementation services, and travel costs) is typically quoted at a fixed price and invoiced when the products are delivered, or when training commences.

Software Enhancements

- A quotation for a software enhancement is quoted on a time and materials basis. Once you approve the quote, and development commences, time is billed monthly for time expended in the previous month.
- A quotation for a software enhancement is quoted on a fixed cost basis. Once you approve the quote, and development commences, time is billed the month the work is completed (this may or may not be the same time the software is delivered to your club).

Project Work

Quotations and general project work are billed monthly on a time and materials basis for time expended in the previous month.