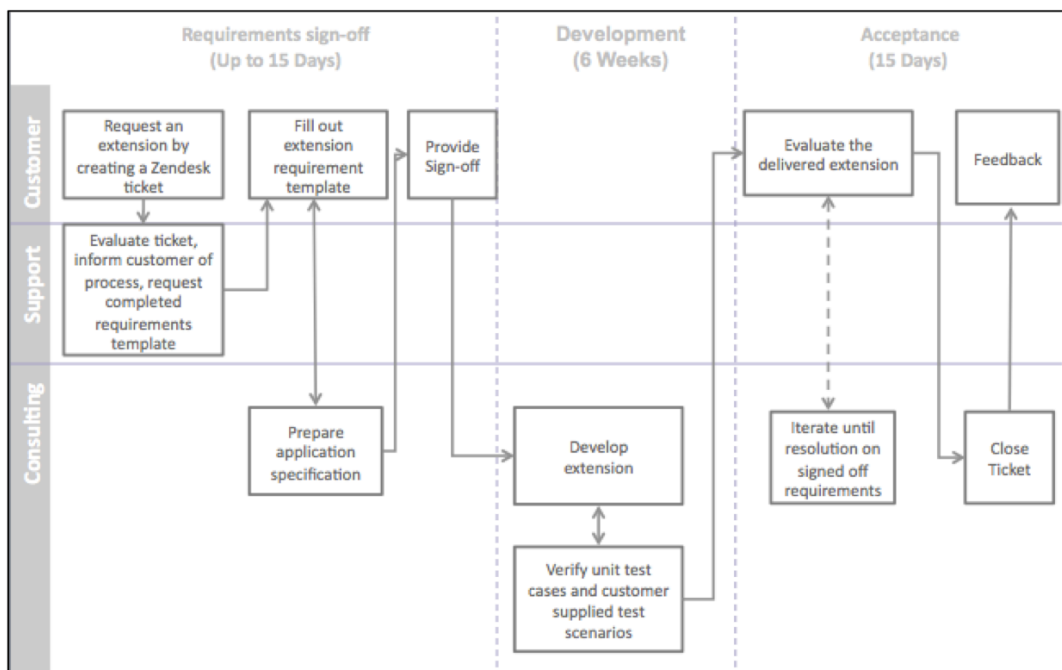


Custom Extension Process

In order to improve customer engagements and deliverable timeframes, Artemis is rolling out a formal consulting and software development process for custom extensions.

What's the new process?

For new extension requests, [create a Zendesk ticket](#) as you have in the past. Support will contact you with the requirements templates to complete along with pointers around process documentation and FAQs to guide you. The Artemis consulting team will then work with you to finalize your requirements and translate those business requirements into application requirements. We'll get sign off before we proceed to development. Non-urgent issues for product updates will follow a similar process.



Key Benefits of the New Process:

- Full accountability on deliverables
- Guaranteed delivery of defined requirements
- Well-established timeframes in release schedule format
- Industry-standard SDLC process for consulting deliveries

For questions, please contact your Account Manager or the Artemis Consulting Department. We look forward to providing you better, faster services!