AENTHOS

DOCUMENT

# How We Work

Methodology stages, entry points and how the first conversation works.

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The quality standard does not change with the size of the client; the format in which it is delivered does.

## Four stages

1. **Diagnosis.** Understand the real operation, not the org chart: the process as it happens today, with its exceptions, its bottlenecks and the decisions that depend on one person.
2. **Architecture.** Design for the client's scale, not for an ideal case, with the same engineering standard.
3. **Implementation.** Delivery in phases, with explicit scope, schedule and acceptance criteria.
4. **Continuous operation.** The platform keeps evolving after go-live.

## Entry points

- **Ready solution.** Smart-RE, in production, ready to operate in your organization.
- **SaaS service.** We operate the platform; you focus on the business.
- **Implementation and support.** Start-up, adoption and continuous evolution.
- **Technology support.** Continuity over what is already built.
- **One-off project.** Architecture, integration or modernization, with a defined scope.
- **Something that does not have a shape yet.** We talk, we diagnose, and we tell you honestly whether there is something to solve together.

## The first conversation

It lasts 20 to 30 minutes and is free of charge. Its purpose is to understand the case. The proposal comes afterwards, with explicit scope, schedule and acceptance criteria. There is no standard rate: it depends on the real scope of each case.

If the case does not match what we know how to solve, we tell you directly in that first conversation.

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