

WIDOW Exercise Support - Process

Overview

BrainGu provides WIDOW Exercise Support for customers that would like onsite and/or remote support for exercises. While this support is not required, customers find that it streamlines their adoption of WIDOW as well as the successful completion of their exercises.

Exercise Support Requests

When planning WIDOW Exercise Support, here are the factors that need to be considered:

- [Exercise Support Dates](#)
- [Onsite Support](#)
- [Remote Support](#)
- [Product Training](#)

Exercise Support Dates

When planning exercise support, consider the following factors when formulating the date range for your exercise support:

- Exercise planning - Dates of the exercise planning.
- Exercise execution - Dates of the exercise execution.
- Lead time - Prior to the exercise, you may want to plan tasks to ensure that the exercise event in WIDOW is properly configured and validated.
- Product training - Prior to the exercise, it is essential that the users have a clear understanding of how they will be using WIDOW for mission planning.



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Onsite Support

This option involves 1 or more BrainGu resources that are physically located where the exercise is taking place for a specified period of time. By having BrainGu Representatives onsite, the collection of the details regarding the cause of issues is greatly simplified while the agreed upon response window is streamlined. Onsite BrainGu Representatives can also quickly gather feedback directly from users regarding enhancements/updates that would increase the business value provided by WIDOW.

Quite often, customers have planned periods of both Onsite as well as Remote Support.

Remote Support

This option is a more economical approach where BrainGu provides exercise support remotely, which eliminates travel costs but complicates the process involving the collection of relevant information for troubleshooting the issue.

Product Training

This option is extremely valuable in streamlining your team's adoption rate of WIDOW while preparing users to maximize their utilization of WIDOW throughout the exercise. Training workshops can be customized so that attendees simulate the events they will be responsible for planning via WIDOW during the execution of the exercise. Training can be conducted both onsite as well as remotely in addition to a combination of the two.

Exercise Support Request Form

The fields within the WIDOW Exercise Support Request Form helps kick off the exercise support planning process. Fill in the fields that you can and email the PDF to Support@Widow.App.

