



Implementation Process

Often a previous bad experience with an IT project's length, scope creep and software complexity keep businesses and organizations from pursuing any new software, including that which has proven to save money and meet all installation timing projections.

Based on our Implementation experience, ScheduleSoft defines a project timeline based on the number of employees to be included in the system's scheduling process, the complexity and the ScheduleSoft service level requested (Bronze, Silver or Gold).

ScheduleSoft Professional Services & Project Timeline Estimator

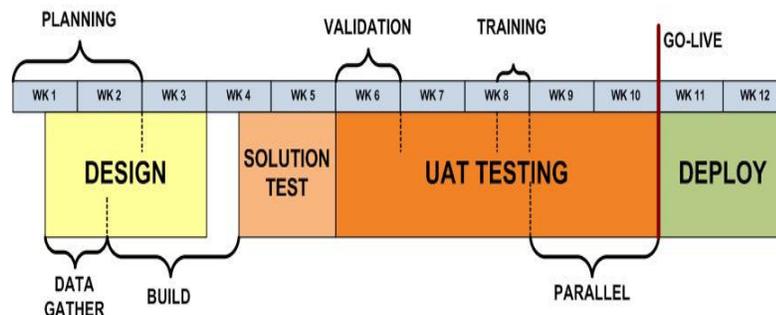
		Small		Medium		Large		
		up to 100 EEs		101 to 500 EEs		501 to 1000 EEs		
		FTE	Weeks	FTE	Weeks	FTE	Weeks	
Service Level & Complexity	Bronze	Little	0.6	4	0.6	8	0.6	12
		Some						
		Much						
	Silver	Little	1.0	6	1.0	12	1.0	16
		Some*	1.2	6	1.2	12	1.2	16
		Much	1.6	8	1.6	16	1.6	20
Gold	Little							
	Some	1.6	6	1.6	12	1.6	16	
	Much	2.0	8	2.0	16	2.0	20	

Service Level: The percentage of work in standard plan done by ScheduleSoft & Customer resources
 Complexity: The balance of off-the-shelf functionality & customer's automation expectations (requires needs analysis)
 * 90% of our customer sites fall into the Medium Size - Silver/Some Complexity Service Level



The chart above shows the installation timeline may vary from four weeks, for projects of less than 100 employees, low complexity and service level, to 20 weeks for those projects of up to 1000 employees with high complexity and service level.

Regardless of the length, every project timeline includes the same steps, as exhibited in the sample 12-Week Project Timeline appearing below. A twelve week implementation timeline is average for a medium size company, with some complexity and using some ScheduleSoft resources. Most of ScheduleSoft installations fall within this timeline category.





Project Kick-off - The project's Key Results Areas are finalized and discussed to assure all team members (client & vendor) are contributing with the same goals in mind. The ScheduleSoft team is on-site to finalize the client's project teams, establish the administrative functions of the project, review forms and reporting, and set times for weekly project team meetings. We begin to collect broad data about the company's facilities, department policies and workforce, which leads to the overall project plan. Project Team Leaders facilitate a Process Workshop focused on

- Establishing expectations for the ScheduleSoft and Client teams
- Identifying who, within the client's organization, will have the scheduling role and define responsibilities for that role
- Define and document the existing scheduling processes by department
- Establish the project scope through a Process/Responsibility Matrix

By the end of the **First Week** we are gathering detailed information about the organization's employees, their training and skills and the work rules that govern job posting, leave time, overtime, etc. During Data Gathering and Design, the ScheduleSoft team is accumulating an understanding the organization's business demand, workflow and overall operations, resulting in documentation of the relevant scheduling processes.

By **Week Two** the system developers are already reviewing what has been learned in the on-site interviews to determine how best to design the system within the ScheduleSoft configuration model. Gaps are identified for discussion and resolution, with the client's project team, before the solution is completed.

At **Week Four** we have completed the data gathering, constructed the business data base and begin to test various scheduling scenarios included in the proposed solution.

Solution Testing is considered complete with a presentation to and sign off by the client. With a 12-Week Timeline, this is completed by the end of **Week Five**. At this time the Development Environment is created and the pre-configured database is imported for User Acceptance Testing.

User Acceptance Testing (UAT) in **Weeks Six through Eight** is the most critical period in the development and installation process. During User Acceptance Testing, the members of the client's project team have the opportunity to access the Development Environment, to test the configuration and become familiar with the software. The users are encouraged to generate schedules for a variety of scenarios in a variety of departments. During this period there is ongoing "data scrubbing" to validate what has been entered and identify any missing or incorrect data. By the end of **Week 8** we have trained all users.



Weeks Nine and Ten are devoted to parallel testing. Worker schedules are developed using the traditional method and compared to those prepared using the ScheduleSoft Solution. The schedules are compared, differences reconciled. By this point changes to the system revolve more around the input of employee data than the software configuration. The project documentation is finalized and delivered to the customer's implementation team.

Week Eleven begins "go-live" implementation. The ScheduleSoft team is on-site. Their role is to stand back and allow the users to manage the software and develop the schedules. At this point we are a resource to offer support and answer user questions. By the end of **Week Twelve** solution deployment is complete and the users have mastered the use of the system.

Going forward, one member from the ScheduleSoft implementation team is assigned as the Account Representative to the client. In that role, the ScheduleSoft staff member maintains proactive contact to address user issues as they arise and assure the system is used to its full potential, continuing to contribute to the cost savings identified at the start of the project.

This 12 Week Timeline is expanded to accommodate more employees and a more complex situation or compressed to fit the needs of a smaller, less complicated scheduling operation. Regardless of size or complexity the timeline steps are the same. Living within the project timeline is dependent on

- a clearly defined project scope
 - a dedicated client resources team
 - complete and accurate employee data
 - completion of solution requirements tasks in a timely manner
 - speedy resolution of design conflicts and system gaps
 - a commitment from management and users
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- to the system
 - the project benchmarks and key results areas
 - ROI established at the start of the project

The investment made by the client's project team throughout the project will deliver a successful solution configuration and a timely implementation.

For more information about ScheduleSoft call 800.416.9006 or email us at marketing@schedulesoft.com.