



800.416.9006 | [schedulesoft.com](http://schedulesoft.com)

# ScheduleSoft **PROFESSIONAL SERVICES**

## IMPLEMENTATION **Services**

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Implementation Services include all the deliverables required to successfully implement and deploy your ScheduleSoft solution. Each project is scoped based on the size of the organization, its scheduling complexity, the resource requirements and desired project timeline. Every implementation is overseen by a dedicated business analyst and an experienced project manager who will guide you through the entire implementation process including requirements gathering, database configuration and the final development of the ScheduleSoft solution. While we deliver training to your organization, the final solution goes through a rigorous test and acceptance process before it is transitioned to your internal support team. Regardless of the service level of your project, our implementation services will provide you with the highest level of services to support a successful, optimized workforce scheduling solution.

## CHANGE **Management**

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We understand that introducing an automated scheduling system impacts virtually everyone in your organization and that employees are often concerned about the changes that accompany this type of implementation. Each organization is unique and not all customers will have the resources, or past experience to manage this type of change and keep everyone involved moving ahead – together. Our Change Management services include tools and resources to encourage organization-wide ownership of the changes, and to get support for the project at all levels. ScheduleSoft recommends Change Management services for every project because we have seen how it increases the probability for project success. The sooner employees adopt the automated scheduling system, the sooner you'll see the return on your investment.

## EDUCATION **Services**

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Having your organization properly trained in effectively using ScheduleSoft is essential to achieving both your business objectives and the best return on your ScheduleSoft investment. Included in our Education Services is a multi-stage Site Certification program that delivers the knowledge and skills necessary to utilize, maintain and troubleshoot your specific ScheduleSoft solution. In addition to our formal Site Certification program, we can provide custom training including online, interactive curriculum and testing. We provide online product tutorials that give an overview of the key functionality of the ScheduleSoft product. And, as a ScheduleSoft customer, you will also be invited to attend our Tech-Ed Sessions which are held throughout the year and across the country to allow our user community to connect and share best practices.

## SUPPORT **Services**

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Our Support Services provide customers with information and assistance on technical issues related to the installation, administration, and product features and functions of ScheduleSoft products. We provide several methods of access including a toll-free number and dial-up diagnostics through Web conferencing. Our guaranteed service level commitments and response times ensure that any concerns or issues are addressed promptly and expertly. All Support Services are performed by full-time ScheduleSoft experts located at our corporate headquarters. After-hours support is available for customers who require 24x7 support.

SCHEDULESOFT  
PROFESSIONAL  
SERVICES  
SUPPORT YOU  
BEFORE,  
DURING AND  
AFTER YOUR  
PROJECT  
IMPLEMENTATION.



## SOLUTION **Check-Up**

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ScheduleSoft understands that you work in a dynamic environment where things like business practices, rules, systems, and people change. If your ScheduleSoft solution does not stay in sync with these changes, you will begin to lose some of the benefit you gained from its implementation. Our Solution Check-Up allows you to manage these changes and continue to maximize your ScheduleSoft investment. We start by reviewing your current solution to uncover the changes that have affected or are expected to affect your scheduling processes. We share with you new features and functionality that we believe will help you better leverage your ScheduleSoft investment. We then provide you with recommendations and options that will meet your timeline and budget. The follow-on phase of this project is an abbreviated project implementation that encompasses the recommended changes to the system and the implementation of desired new features or functionality.

## SCHEDULE **Design**

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At times, market changes and competitive pressures require organizations to review their operations. When it comes to reconsidering your scheduling practices, our experts can help you determine the “best” schedule for your organization in order to provide safer and more desirable schedules for your organization and its employees. We can design a schedule that will help you comply with recommendations and rules like Recommended Practice 755 (RP755) for fatigue risk management or NRC’s fitness-for-duty rules. We compare your current practices with industry best practices and help build flexibility into your schedule so you can provide the highest levels of employee safety and customer satisfaction. Whether your goal is to expand from 5- to 7-day operations, reduce costly schedule design errors, or comply with rules and regulations, we can help.

## SOLUTION **Blueprint & Prototype**

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ScheduleSoft Solution Blueprint & Prototype is focused on solution design and road map development for an individual business unit. We start with a workshop that guides you through the solution development process. A solution is then designed (blueprinted) and tested with a prototype database that represents your scheduling practices. The solution road map can then be used by ScheduleSoft, your internal team, or one of our certified implementation partners to test and implement the solution.