ProStart Implementation Package

When implementing any new software, it is vital that an organization be confident in the solution's fit, viability, and associated costs. Too often software product implementations run over budget and/or exceed the alloted time for rollout. Journyx ProStart is a service package designed to ensure that implementation of Journyx Timesheet and any associated custom tools is successful by keeping the rollout on time, on budget, and on target.

Journyx Implementation Management

The scope of work and deliverables associated with a ProStart implementation are defined in this document. For the duration of the ProStart implementation you will be assigned an Implementation Manager, who will serve as the primary point of contact for your implementation

ProStart Project Outline

Journyx has a proven methodology for conducting requirements gathering, analysis, configuration, and training of the clients during the ProStart implementation. The steps are outlined below.

A. Kickoff Call

The Implementation Manager will initiate the implementation with the "kick off" conference call. This call will last approximately one hour and will focus on accomplishing the following:

1. Review of sales order and agreement
2. Define implementation team
3. Define project milestones
4. Define project timeline
5. Review and agree on scope
6. Discuss custom tools (reports, integrations, etc) if applicable
7. Review Configuration questionnaire and import workbook
8. Schedule Business Process Review

B. Business Process Review

After the Configuration Survey and Workbook has been completed the Implementation Manager will conduct a business process review. This will be a two-hour (approximate) conference call designed to discuss the business objectives of the rollout. Executive sponsors and business process stake holders should be present for this call. Among the key purposes of this call are:

1. Gain consensus on the best way to implement Journyx given your business processes
2. Identify all reporting requirements
3. Define the data collection requirements
4. Define Groups
5. Define the workflow hierarchy
6. Confirm Implementation Team Members and availability
7. Confirm date for completion of configuration by Journyx team
8. Confirm date for training sessions to take place

C. First Version of the Database Configuration

The Implementation Manager will customize the configuration of your Timesheet software based upon information gained during the Business Process Review.

1. Global Parameters and Time Period Definition

2. Application Interface Management

3. Column Management

4. Reports

The Implementation Manager will walk your implementation team through the steps to create, modify, and run reports in the standard Timesheet reporting engine.

5. Sharing / Hierarchy

The Implementation Manager will work with your team to configure the appropriate sharing model that fits the needs of your organization.

6. Setting up of users

D. Data Migration/Configuration

The Implementation Manager will work with you to prepare your import files. The Implementation Manager will perform the initial imports and train you to perform additional imports.

1. Initial Import
The Implementation Manager will perform one set of data importing during the implementation. *The data may come from multiple sources; however, the customer is responsible for consolidating multiple data sources into one set of files for import. All files must be in the format provided by your implementation manager. **

Customer is responsible for delivering the data in the provided electronic format.

* Additional data migration and integration services are available. Please contact your Journyx Account Executive for more details.
** If you have purchased Accountlink and the Accountlink or Accountlink Advanced ProStart Option then you will provide a backup of your QuickBooks database.

E. Training

The Implementation Manager will also be the person who conducts your Timesheet training classes. The classes will be performed on a copy of your configured database.

1. Administrative Training
This session is designed to focus on your specific processes that were determined during the Business Process Review. It includes all the requisite knowledge to effectively administer Journyx on an on-going basis. The administrative training session is approximately 5 hours long, broken into 2 sections, with a maximum of 4 individuals.

2. Follow Up Question and Answer
After the conclusion of the implementation and Training a Question and Answer session will be provided at the clients request to address outstanding questions. This will be a 1-hour call (approximate).

* Journyx Project Manager Training, End User Training, and Train the Trainer Training are available at an additional charge.

F. Scope Custom Tools

If you have purchased custom coding tools like custom reports, custom imports, or custom exports, then you will meet with a Journyx PS Developer to work out the final details of the design of those tools.

G. User Acceptance Test

User acceptance testing will also be conducted during administrator training. Any configuration items that need to be altered will be noted and addresses by the second (final) iteration of the database.

H. Second Version of the Database Configuration

After user acceptance testing, the Implementation Manager will address the requested alterations to the system and deliver the final db to the client for production use.

I. Custom Tools Delivery and Testing

If you have purchased custom coding tools, then they will be delivered for your testing sometime after your second database. You should be using Timesheet as well as you can without the custom code, maybe in pilot mode, so that you have some real data in your database to test the custom code with.

J. Support

Journyx provides technical support and application support throughout the implementation process.

1. During the Implementation

The Implementation Manager will act as your dedicated point of contact throughout the implementation. This period can last no longer than thru the completion of the implementation. The Journyx Support Team will also be available to assist you with any product related issues.

2. Ongoing Support

After the conclusion of the implementation, Journyx offers technical support for your administrators to resolve technical issues and to report any software defects.

K. Documentation

Journyx provides detailed documentation of the implementation project.

1. Meeting Notes

Throughout the implementation the Implementation Manager will use a standardized template to document your business goals and configuration specifics for the implementation. The implementation team will receive these notes after each of the meetings.

2. Customer Satisfaction Survey

The customer is asked to complete a satisfaction survey at the conclusion of the implementation.

Customer Responsibilities

The ProStart methodology is designed to partner Journyx's knowledge of the Timesheet application and best practices with your knowledge of your company. If the ProStart is going to succeed, you will have to invest the proper internal resources in the project. The following recommendations come from our years of experience in working with Timesheet implementation projects. For some customers, a single person may fill several of these roles.

A. Executive Sponsor

Implementing the Timesheet application involves business process changes, by definition. You need

someone who can make decisions for the business involved with the project. This person does not need to be involved with every meeting. They will need to monitor the project and make important decisions along the way. The Executive Sponsor should definitely be involved with the Business Process Review and any follow-ups.

B. Long-Term Timesheet Administrators

Someone will need to be in charge of administering the Timesheet application after it is implemented. Journyx strongly recommends that one person be assigned that task, and a second person be trained as a backup. Journyx recommends that these people be senior or mid-level staff who are familiar with the tasks that you are tracking time for—payroll, billing, or project management. They should have a technical background with an emphasis on software applications. This person needs to have the business experience and authority to make some level of executive decisions, and they need to have direct access to senior executives for larger decisions. These people need to be present for the majority of the project meetings, and especially must be present for the training.

C. Project Manager

Someone will need to be in charge of managing the Timesheet implementation project within your organization. This involves tasks ranging from scheduling meetings to verifying that assigned work has been completed. Assigning a knowledgeable and professional project manager to the implementation is critical to the success of the project. It is imperative that your Project Manager be a technical resource with previous experience implementing software solutions. This person needs to have the business experience and authority to make executive decisions for the company; and they need to have the wisdom to not make those decisions for parts of the business where they are not the executive sponsor.

D. IT Staff

If you will be hosting the application on your servers then you will need to engage your internal IT resources at several points during the project. They will install the software and restore databases on several occasions before you go into production. And they will be responsible for establishing proper backup and security procedures for the production environment. If you do not have appropriate IT resources available, or if they are too busy for the project, then please consider having Journyx host the application for you in our hosting facility.

E. Business Process Experts

The business process experts needed in the project vary depending upon your purpose for tracking time. If you will be tracking time for payroll then your Payroll Manager must be highly involved with the project. If you will be tracking time for billing then your Accounts Receivable Manager must be highly involved with the project. If you will be tracking time for internal project accounting then your Cost Accounting Manager and/or Project Officer must be highly involved with the project.

F. Business Process Documenter

Someone will need to be assigned the task of documenting your new business processes. Many of those processes will be within Timesheet. But many of those processes will be outside of Timesheet. While the Executive Sponsor will be responsible for making the business process decisions and ensuring that the new processes are adhered to, we have found that it is very useful to have someone else assigned the task of writing down all of the new business processes and communicating those processes to the organization.

Optional Modules

There are several optional modules that you may purchase with your Timesheet software. These

modules are not covered in the standard ProStart implementation. If you have purchased any of these modules then you will need to also purchase these extensions to the ProStart package. You should see these ProStart extensions as separate line items on your Sales Order, under the ProStart package itself.

A. Rates and Rules

The Timesheet Rates and Rules module enables you to assign pay and bill rates to your hours within Timesheet. If this package is to be configured as part of your ProStart then it will add 3 hours to the overall project.

B. Accountlink Standard

The Timesheet Accountlink module enables you to interface your Timesheet installation with Intuit's QuickBooks™ software. The Accountlink Standard ProStart package involves Journyx's Implementation manager using your production QuickBooks file to do the initial synchronization work for you. If this package is to be configured as part of your ProStart then it will add 3 hours to the overall project, per QuickBooks file.

C. Accountlink Advanced

The Timesheet Accountlink module enables you to interface your Timesheet installation with Intuit's QuickBooks™ software. The Accountlink Advanced ProStart package involves Journyx's Implementation Manager training your staff how to do the initial synchronization, so Journyx never sees your QuickBooks file. If this package is to be configured as part of your ProStart then it will add 6 hours to the overall project, per QuickBooks file.

D. Accountlink Assisted

Some customer's accounting staff are already overwhelmed and do not have time to participate in the Timesheet ProStart project. Journyx offers an Accountlink Assisted ProStart package that has our QuickBooks expert virtually join your accounting staff for the duration of the project. This has three key benefits:

- Our expert helps take care of your staff's day-to-day work, freeing them up to work on the project.
- Our expert also learns first-hand how your accounting processes work, which reduces the amount of time your accounting staff needs to spend on the project.
- Our expert will be able to make more detailed recommendations for accounting process changes that will improve your staff's efficiency after Timesheet and Accountlink are fully implemented.

If you would like this option then please speak to your Journyx salesperson. Journyx will develop a custom bid for you for this service.

E. Projectlink

The Timesheet Projectlink module enables you to interface your Timesheet installation with Microsoft's Project™ or Project Server™ software. If this package is to be configured as part of your ProStart then it will add 3 hours to the overall project.

F. Payroll Rules Engine (PRE)

The Timesheet Payroll Rules Engine (PRE) module enables you to interface your Timesheet installation with a variety of payroll applications like any of ADP's family of payroll software. If this package is to be configured as part of your ProStart then it will add 3 hours to the overall project.

G. Fully Customized Training and Documentation

Some customers choose to have Journyx completely customize the training and documentation to include customer business processes. If this package is desired to be part of your ProStart then it will add 8 hours to the overall project.

H. Train-the-Trainer

Some customers choose to have us train their internal trainer. This training will cover how to train users and managers on the Timesheet software. Journyx will provide some template language for training guides, but will not provide the complete training guides for users and managers. If this package is desired to be part of your ProStart then it will add 6 hours to the overall project.

I. On-site

Some customers choose to have the Journyx Implementation Manager, a Journyx Trainer, or a Journyx Professional Services Developer come on site for some portion of the project. If this is desired then you will pay an additional $200 per day (whole or partial day) per person plus actual travel and expenses.

J. DCAA Toolset Configuration

Some customers have purchased an optional DCAA Toolset product to address DCAA time-recording policies and procedures. In those instances, the customers purchase a DCAA Toolset Configuration ProStart option as well; it includes the services required to configure their system and tools to meet DCAA standards, timesheet duty checklists, and toolset training. If this package is desired, it will add an additional 3 hours to the overall ProStart project.

K. Managed Pilot

Some customers wish to launch their Timesheet system to a pilot group before launching it to their entire company. Journyx can modify the ProStart process to configure the system first for an initial pilot group, and then again later to include the entire company. If this package is desired, it will add an additional 12 hours to the overall ProStart project.

The Journyx ProStart package is designed to help Journyx customers get the absolute maximum ROI from Timesheet. From the very first stages of your implementation through the day you go live with Timesheet and beyond, rolling out with a ProStart you can rest assured that every aspect of your Timesheet installation will be implemented to your specifications by the Journyx team of experts.