

## ProUpdate for Journyx Timesheet

In too many cases, software struggles to keep up. Not with Journyx. We developed the Journyx ProUpdate service package to make it easy to keep your Timesheet installation in line with you changing business requirements. ProUpdate includes:

- Process analysis
- Configuration auditing
- Reconfiguration and migration services (if needed)
- Training

If you find that your organization has moved beyond your existing installation of Timesheet, Journyx ProUpdate will get you back on track.

For the duration of the ProUpdate implementation you will be assigned an Implementation Manager, who will serve as the primary point of contact for your implementation. Journyx has a proven methodology for conducting requirements gathering, analysis, reconfiguration, and training of the clients during the ProUpdate implementation.

### Process

1. Kickoff Call – Your Implementation Manager will begin the ProUpdate with a kick off conference call to review your organization’s status and define the scope and milestones associated with your ProUpdate.
2. Client Database Assessment – Journyx will establish a test installation of Timesheet to be used for the duration of the project. Both you and the Journyx team will work with this site in evaluating any configuration changes.
3. Training and Requirements Gathering – After an opportunity to review your current configuration, your Implementation Manager will schedule a training class to address any requirements that focused on training-only issues. Additional requirements for the ProUpdate will be gathered in this meeting.
4. Final Requirements Discussion – This meeting will allow Journyx to finalize the list of requirements that the ProUpdate will address.
5. Modeling of Changes – A representative sample of configuration changes will be implemented on the test site for assessment and review.
6. Change List Development – A comprehensive list of specific changes required to make the switch from your current configuration to the new configuration will be developed to ensure that all aspects of the ProUpdate are properly handled.
7. Change Review Meeting – This meeting will focus on discussing the configuration changes and confirming that the new configuration fully meets your requirements.
8. Implementation – Rolling out changes to your production Timesheet installation is handled with utmost care. The production installation will need to be offline for the relatively short duration of this process.
9. Support – During the rollout, your Implementation Manager serves as your dedicated support contact. After implementation, your organization will have access to Journyx Support for any technical issues.



10. Documentation – Throughout the rollout, your Implementation Manager will provide standardized notes on each meeting and discussing that takes place.

### Customer Responsibilities

The ProUpdate methodology is designed to partner Journyx's knowledge of the Timesheet application and best practices with your knowledge of your company. If the ProUpdate is going to succeed, you will have to invest the proper internal resources on 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:

- Executive Sponsor
- Long-term Timesheet Administrators
- Project Manager
- IT Staff
- Business Process Experts
- Business Process Documenter

The Journyx ProUpdate package is designed to help Journyx customers realign their Timesheet installation with their business needs to ensure maximum ROI. Whether your organization has changed, focus, expanded in scope, or simply outgrown your existing approach to time tracking, tuning up with a ProUpdate means that every aspect of your Timesheet installation will be re-implemented to your specifications, and our exacting standards, by the Journyx team of experts.