ProUpdate Reconfiguration Package

Business needs change. In too many cases software struggles to keep up. Not so with Journyx. We developed the Journyx ProUpdate service package to make it easy to keep your Timesheet installation in line with your changing business requirements. The ProUpdate includes training, process analysis, configuration auditing, and, if needed reconfiguration and migration services. If you find that your organization has moved beyond your existing installation of Timesheet, the Journyx ProUpdate is available to get you back on track.

Journyx Implementation Management

The scope of work and deliverables associated with a ProUpdate implementation are defined in this document. 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.

ProUpdate Project Outline

Journyx has a proven methodology for conducting requirements gathering, analysis, reconfiguration, and training of the clients during the ProUpdate 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 project team
3. Define project milestones
4. Define project timeline
5. Review and agree on scope
6. Gather the initial requirements and wish list for the update
7. Define team action items
8. Schedule the next meeting

B. Client Database Backup to Journyx

Journyx will establish a test site on a Journyx server for the duration of the project. Both the Implementation Manager and the customer's project team members will work with this site when evaluating the configuration changes. Journyx will need a Timesheet database backup for this test site. This test site will be running the latest available version of Timesheet.

1. Self-Hosted

   The client will need to provide Journyx with a backup of their current database—generated by the standard Timesheet "backupdb" command. Journyx will provide assistance with generating the backup file and sending it to us as needed.

2. ASP

   For customers who are hosted on Journyx's ASP servers, the Implementation Manager will obtain the backup file from the Journyx hosting team.

C. Training and Further Requirements Gathering

After the Implementation Manager has had an opportunity to study the customer's database in the test site, a training class will be scheduled. The meeting will address:

1. Any requirements that were only training issues
2. Any requirements that were met in the new version of the application (if upgrading)
3. Fine grain details of requirements that cannot be met simply by upgrading and/or training
4. Discussion of customer business processes as they may be impacted by configuration changes

D. Final Requirements Gathering Meeting

The Implementation Manager will conduct a Business Process Review and Requirement Gathering Call to assure a complete understanding of the changes needed to that application.

E. Model Changes

The Implementation Manager will perform a representative sample of the configuration changes in the test database. Remember that these changes are all performed in a test site that has a copy of the production database that is no longer current.

F. Change List

The Implementation Manager will deliver a list of all of the specific changes required to get from the old database configuration to the new one.

G. Change Review meeting

After modeling the changes and delivering the change list, the Implementation Manager will conduct a meeting to discuss the changes and ensure that the new configuration meets the customer's requirements.

H. Implementation

The implementation of changes for production will follow this basic outline:

1. Stop using the production application
2. Create a backup
3. Prepare environment
4. Implement changes
5. Conduct testing
6. Start using updated database

The ProUpdate project should have several hours left for the Implementation Manager to conduct most or all of the changes for you. If the changes are too deep and complex for the Implementation Manager to perform within the time allocated to the project then you will have several options. You may choose to perform some or all of the changes yourself. Or you may choose to engage Journyx on a time and materials basis for the additional hours needed.

I. 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.

J. 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 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 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

Updating 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 Final Requirements Gathering Meeting and the Change Review Meeting and any follow-ups.

B. Long-Term Timesheet Administrators

Someone is in charge of administering the Timesheet application on a daily basis. Journyx strongly recommends that one person be assigned that task, and a second person be trained as a backup. If you have had many people acting as administrators then we need all of their input, but you will really want to try to reduce the number of administrators to a primary and backup going forward.

C. Project Manager

Someone will need to be in charge of managing the Timesheet reconfiguration 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 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 are hosting the application on your servers then you will need to engage your internal IT resources at several points during the project. They will need to run several Timesheet database backups at different times during the project. 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 ProUpdate implementation. If you have purchased any of these modules then you will need to also purchase these extensions to the ProUpdate package. You should see these ProUpdate extensions as separate line items on your Sales Order, under the ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate project. Journyx offers an Accountlink Assisted ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate 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 ProUpdate 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 option is required due to the addition of the DCAA Toolset to an existing Timesheet installation, it will add an additional 5 hours to the overall ProUpdate project.

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 timetracking, 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.