



COMPREHENSIVE SOFTWARE IMPLEMENTATION

PERSONALIZED IMPLEMENTATION, TRAINING, AND SUPPORT

transfinder



TRANSFINDER OFFERS NEW CLIENTS A COMPREHENSIVE SOFTWARE IMPLEMENTATION PROGRAM THAT USES BEST PRACTICES GAINED FROM EXPERIENCE WITH THOUSANDS OF SUCCESSFUL CLIENTS ACROSS THE COUNTRY FOR THE IMPLEMENTATION OF THEIR NEW SOFTWARE SOLUTIONS.

A Comprehensive Solution

The process is all-inclusive and personalized to each client:

An experienced **Customer Project Manager** assigned to a client takes full responsibility for a successful outcome.

As a first step, the Customer Project Manager conducts a **“Kick-off” Meeting** with the district’s sponsor to initiate the implementation process, discuss information required of the district to incorporate into the software, and establish an agreed-upon communication plan with district stakeholders, including the sponsor, business manager, IT director, and transportation director.

The Customer Project Manager then organizes a **Project Plan Meeting** with appropriate district stakeholders to develop a work plan with agreed-upon timelines and milestones that ensure success.

Following the Project Plan Meeting, the Customer Project Manager is empowered to identify, marshal, and oversee company resources to support the implementation process, including:

- **System Administrators** to deploy enterprise-wide applications;
- **Installation Specialists** to ensure that the product is installed successfully;
- **GIS/Data Engineers** to acquire and convert geographic and demographic data and ensure custom integration with the district’s student information system
- **Application Specialists** to conduct one-on-one training sessions; and
- **Custom Report Specialists** to develop reports requested by the district.

Meeting Your Needs - Exceeding Your Expectations

With full responsibility for overseeing the performance of each resource assigned to the project and by communicating consistently with district stakeholders, the Customer Project Manager will from time to time recommend innovative or alternative solutions that should meet or exceed customer expectations.

As a final step in the process, the Customer Project Manager will organize a **“Wrap-Up” Meeting** with all district stakeholders to ensure customer satisfaction with the implementation.

Additionally, Transfinder clients have access to mytransfinder.com, our client portal, providing a host of resources, including live webinars, step-by-step documentation, on-demand video training, and a comprehensive report library, among others.

A Winning Lineup

This team approach combined with dedicated technical support is a hallmark of Transfinder’s commitment to help all clients succeed. Based on the principle that each client’s success is the company’s success, Transfinder places each client in the hands of its most competent managers to ensure a best-in-class customer experience.

Getting It Done - ASAP!

In addition to our comprehensive and personalized software implementation solution, school district’s can take advantage of Transfinder’s Professional Services **ASAP Service – Accelerated Software Activation Process** for the successful implementation of Transfinder’s software solutions.

Through this optional accelerated process, Transfinder dedicates specialized project management resources to enable a school district to be up and running in one-to-three months from date of installation.

To be successful, both Transfinder and the school district agree to the following:

- **Scope and timeline** of the project to ensure success;
- **Commitment** on the part of the school district transportation personnel to work at the direction of the assigned Transfinder project manager during the designated period; and
- **Achievement of project milestones** to successfully launch the software solution at the district.

By partnering with Transfinder for this ASAP Service and adhering to the designated work plan and timeline, a school district will achieve a fast-track implementation of Transfinder’s solutions.

