ScheduALL Assisted Update

System Assessment and Update

The Net Insight System Assessment and Update is performed by our expert Professional Services team to keep your ScheduALL system up to date, for optimal configuration and performance.

The ScheduALL Assisted Update service starts with an experienced and knowledgeable Project Manager to scope and plan the update to best fit your needs.

Next, a highly skilled Implementation Manager will work with you on all the technical steps of the update. We train your staff through the process, so you will be readily able to accept new version releases.

ScheduALL Assisted Update overview

The ScheduALL product is constantly evolving, to stay one step ahead of the industry. This creates a value-add for our customers in every version release. If you find yourself many versions behind, work together with our Professional Services team to assist you.

Years of experience has created a proven approach for planning and executing the update. We also make sure our customers are aware of what's new, to take advantage of all the benefits of our latest release.

ScheduALL Assisted Update deliverables

There are several significant deliverables as part of this project. We start with a Statement of Work (SOW) that details all activities, integrations and the overall technology landscape. Next, update your test environment with a copy of production, in preparation for the version update. This includes hands-on training for your IT department, of ScheduALL 5 architecture and new technology and functionality.

User Acceptance Tests (UAT) are imperative to the project. Once UAT is finalized, we do the production update together, ensuring a smooth transition. We also offer to present a "What's New" session to share the business uses, and how they can further ease everyday workflow complexities, by adopting new solutions within the update.

Proven project methodology

Net Insight's five-step methodology for updates has been proven and refined over many years of successful implementing, supporting and upgrading customer's products.

This five-step approach ensures a structured method is followed at every step of the project. Not only does it include detailing what will be delivered, having identified all areas of dependencies but also making sure that you get a good understanding of the new solution.

1) Scope — a Project Manager will review the application landscape with you, scoping the efforts for both parties, identifying dependencies and mitigating risks.

2) Plan — our team explains the ScheduALL 5 technical architecture, pre-requisites for the test environment and jointly plan a mutually acceptable timescale for the project.

3) Prepare — an Implementation Manager will guide your IT experts through the update in the test environment, training as we go and helping to create a robust environment for UAT.

4) Test — your business team will perform UAT, including end-to-end tests of workflows in the test environment, prior to acceptance for launch in production.

5) Launch — optionally, our Implementation Manager can attend and assist the production update and launch ("go live") of the freshly updated platform to the business.

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SCHEDUALL ASSISTED UPDATE

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Benefits of ScheduALL 5

• **Orchestrate** your workforce, via ScheduALL WebApp on smartphones, tablets and laptops.

• **Propagate** bookings automatically from your central ScheduALL calendar into the personal Outlook or Google calendars of remote staff, using iCal feeds.

• **Alert** your field teams swiftly to late-changing booking details with automated email notifications.

• **Distribute** documents and attachments to staff whether at work, at home or on the move.

• **Conserve** your ScheduALL licenses, exploiting other tools to disseminate information and using license groups to reserve logins for those who truly need them.

• **Divert** the blizzard of incoming telephone and email booking requests to ScheduALL WebApp, freeing you to make informed and timely scheduling decisions.

• **Communicate** with your workforce wherever they are; staff or freelance, technician or creative, inside or outside the corporate network.

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Included in technical training

• Notification Manager configuration with HTML5

• iCal integration with third-party calendars (Outlook, etc.)

• WebApp on browsers and WebApp mobile on smartphones

• Microsoft SSRS reporting enhancements

• License conservation groups, termination of inactive sessions

• Custom HTML5 home page

• Optional help with migration of custom reports

• Optional help with interface setup

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