

Standard Implementation Plan

- Signed Quote and New Customer Information Form is received by Information Professionals, Inc.
- We will begin on your web site and your database with your initial user security for an administrator on your end. This will typically take 24 hours.
- If you have data you want us to import, we will import your data at this time. This may add 1 day - 2 weeks to your implementation time. You may also import data yourself using built in utilities available for most types of data.
- We will schedule a web conference for your configuration session once we know when the previous steps will be completed.
- The configuration session typically takes about 1.5 - 2 hours.
- During the configuration session we will help you setup many settings related to your time zone, drop down lists in the system (See the Quick Start Guide), notification processes, service request pages and more.
- You will most likely be assigned homework after the configuration session to complete some of the lists that were started during the configuration session like the employees that will work on the work orders, assets,...
- Once you have an idea when your homework will be completed, we will schedule another web conference for training.
- Typically we do train-the-trainer training. We will teach several on-site experts (typically administrators) who will be capable to train other users. There is also online video training available in the Help section.
- Technician/Mechanic training is usually very simple as they tend to have much more limited access to the system
- Ongoing questions or concerns are handled through your account manager and/or technical support. You will find a "Contact Us" page in eWorkOrders with the phone number for technical support and our service request interface to you with links create work orders for us to assist you and a way to check the status of your work orders with us.