

FUSE WORKFORCE MANAGEMENT

Deployment Guide

Methodology and Customer Responsibilities for Fuse Workforce Implementations

As you begin your Fuse Workforce Management Implementation, you want to maximize your investment by getting up and running as quickly and efficiently as possible, with minimal disruption to your organization. A well-managed implementation — completed on time and within budget — gets you off to a strong start and lays the foundation for early success. But while process and software functionality are important elements of a successful implementation, our implementation goal is more broadly focused on the ability to reach full, effective user adoption. Achieving this goal requires close collaboration between Fuse Workforce Management and your organization. It starts with a plan designed to ensure that the Fuse Software-as-a-Service (SaaS) solution we deliver meets all your specified requirements. We'll work with you to build an implementation plan that:

- Takes advantage of our Time to Value (TtV) Deployment Model
- Outlines your contributions to project success, including executive sponsorship, project team responsibilities, and resource commitments
- Allows you to manage resource and timeline expectations within your organization
- Reflects your organization size, industry, and specific business needs
- Incorporates quality checkpoints to ensure your ongoing satisfaction and minimize the risk of missteps or schedule delays

Our Commitment to Customer Satisfaction

At Fuse Workforce Management, our number one priority is to satisfy the needs of our customers. That's why throughout the project, we will regularly be assessing your level of satisfaction with the implementation process. Are your expectations being met? Are your goals being achieved? Do you feel that all phases of the process are progressing smoothly? The project plan for your implementation will include specific goals and milestones. These milestones are defined throughout the project, enabling the project manager to review the scope and quality of the project prior to progressing to the next phase of the project. At each milestone, we'll formally ask for your feedback to assess progress.

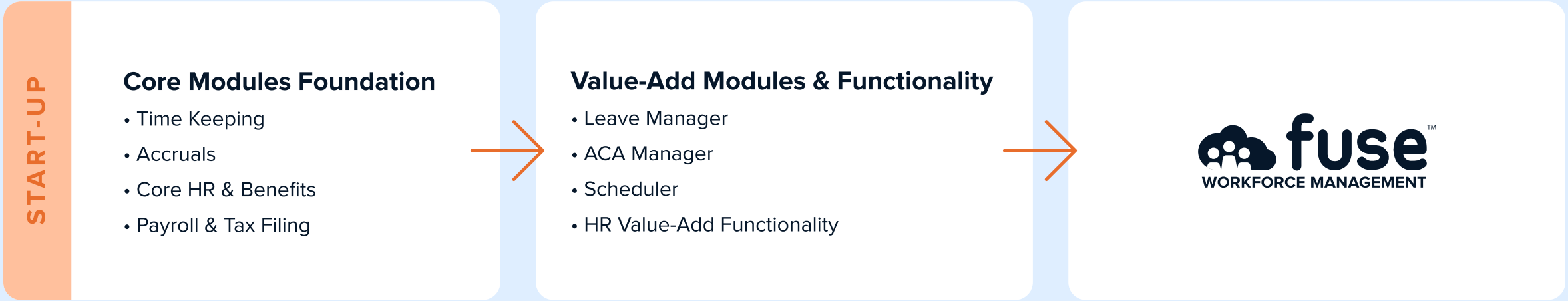
Time to Value Deployment

In today's challenging business environment, you need to get the most from every available resource, including your employees, to stay competitive and fuel growth. After all, the workforce is your most valuable — and likely your most expensive — asset. This is why the Fuse Workforce Management team has developed a quick Time to Value implementation for your Fuse full suite solution. To realize the value of your investment fast, you want to begin using your SaaS solution quickly. Our Time to Value (TtV) Deployment is designed to achieve a fast "time to value" by quickly deploying your core module functionality to establish your system's foundation and then adding modules and/or functionality over time in short, agile deployments aligned with your priorities, schedule, and resources

- By implementing your core modules first and fast, you begin to benefit from your investment sooner than a legacy implementation; and then compound that value over time as you add modules and/or functionality. The key benefits to our Accelerated Time to Value deployment are:
- You realize value fast from the core functionality of your solution
 - You control the addition of modules and/or functionality over time to best meet the needs of your organization and allows your staff to ease into the additional modules enhancing your company's overall experience.

TtV Deployment Model

Rapid SaaS deployment — it starts with the core foundation. It starts immediately after you sign with Fuse Workforce Management where a Implementation Coordinator will greet you, introduce you to the Implementation team and set the right expectations for a successful implementation.



Time to Value Deployment

	1 Plan & Assess	2 Build & Test	3 Deploy & Support
CUSTOMER	<ul style="list-style-type: none">• Attend welcome program• Attend required meetings• Communicate goals and success criteria• Attend discovery training• Standardize policies• Complete assessment deliverables• Complete discovery documents• Extract data from legacy systems and provide data imports• Attend training• Attend assessment meetings• Assist with finalizing project plan• Develop test cases• Review and sign-off solution design	<ul style="list-style-type: none">• Prepare for testing• Training• Provide data imports• Configure and mount time clocks• Attend administrative training• Conduct user acceptance testing• Document testing outcomes• Communicate testing issues• Retest configuration changes• Prepare for system cutover• Roll out end user training• Solution acceptance sign-off	<ul style="list-style-type: none">• Go live• Process 1st payroll• Process 2nd payroll• Production live sign-off and acceptance• Transition to global support• Project close <div><p>★</p><p>Based on modules purchased additional discovery documents, assessment meetings, training, testing, validation and deployments may be needed</p></div>
FUSE WORKFOCRE MANGEMENT	<ul style="list-style-type: none">• Sales-to-service transition• Project team kick-off and introduction• Project planning and resource scheduling• Assessment workshops• Solution design• Testing requirements workshop• Facilitate solution design acceptance review• Finalize project plan• Train testing team• Review and sign-off solution design	<ul style="list-style-type: none">• Configuration/building solution• Unit test solution• Facilitate testing preparation meeting• Complete data imports• Support customer testing• Investigate and resolve identified issues• Prepare for deploy and support• Solution acceptance sign-off	<ul style="list-style-type: none">• Go live• 1st payroll — support• 2nd payroll — support• Production live sign-off and acceptance• Transition to global support• Project close <div><p>★</p><p>Based on modules purchased additional discovery documents, assessment meetings, training, testing, validation and deployments may be needed</p></div>

Keys to a Successful Implementation

Fuse Workforce Management experience shows that the following are key factors to a successful implementation and a quicker return on investment.



Collaboration

A successful implementation starts with strong collaboration between Fuse Workforce Management and your company. At Fuse Workforce Management we believe a solid relationship allows the project teams to be fully engaged, understand the goals and success criteria, project timelines and keeps an open line of communication between the project teams during the entire length of the implementation. We believe open communication and the spirit of collaborations leads to a successful implementation and faster time to value.



Commitment

While Fuse Workforce Management Services professionals bring deep industry expertise to your implementation, they rely on your project team to gather business policy and data integration information as well as attend training and status meetings and provide critical input during the course of the implementation. The contributions of your in-house resources are critical to help ensure that your system is configured, tested and implemented effectively so it starts delivering value right out of the gate.



Project Team Staffing

Project staffing is also an important factor in achieving a successful implementation. Project staffing must be established and agreed to early in the project. When staffing your team you should choose a team that has experience, availability and will be able to answer questions around your business policies. Payroll and Human Resource employees are typically chosen due to their knowledge around time and labor and payroll policies.



Executive Sponsor

Having an established executive sponsor who will oversee and ultimately be responsible for the success of your implementation is a critical success factor. While the executive sponsor will not be required to participate in all status meetings, he or she will be encouraged to join critical milestone calls and attend important phase review calls, and will also be a point of escalation for Fuse Workforce Management senior management.

Roles and Responsibilities

Based on Fuse Workforce Management implementation experience, the roles and responsibilities included in this document are critical to a successful implementation of Fuse for your organization. Please note that some roles will cross over to others. For example, some of your subject matter experts may also act on behalf of your training or technical leads. The chart below summarizes the resources required for a successful project team.

Role	Responsibility
Project Manager	<ul style="list-style-type: none">• Makes sure business procedures are documented and users are trained• Assists in the development of a detailed project schedule• Communicates issues to the customer’s management, and ensures resolution• Ensures that the appropriate project team members and key decision-makers are identified and available to fulfill their project responsibilities; identifies and secures access to additional customer and user staff as needed to support specific areas of expertise not represented by the project team• Completes all Discovery documents (with input from subject matter experts as appropriate)• Makes adequate facilities and resources available for the implementation• Chairs regular project meetings to discuss project status, and informs customer staff of any urgent issues if and when they arise• Assists customer staff with information if and when required to perform certain implementation tasks• Provides project team with updates of other organization initiatives that could impact the implementation of the Fuse Workforce Management system• Reviews the schedule and related deliverables at milestones for time, quality, and accuracy, in order to ensure that progress is achieved
Payroll Subject Matter Expert	<ul style="list-style-type: none">• Contributes knowledge of your time, attendance, union contracts, payroll practices, payroll policies, and reporting needs• Contributes heavily to the Assessment phase of your implementation• Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings
HR Subject Matter Expert	<ul style="list-style-type: none">• Contributes knowledge of your organizational structure; salary grades; job positions; benefits; union contracts; employee handbook; and human resource actual practices, documented policies, and reporting needs• Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings
Technical Lead/ team	<ul style="list-style-type: none">• Performs Fuse Workforce Management administration, and coordinates technical deliverables such as the development of conversions and interfaces• Monitors and reports on project technical status; resolves and/or escalates technical project issues• Defines and sets up applications relating to system administration• Participates in system and unit testing• Assists with extracting historical paycheck information from legacy systems for upload into Fuse• Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings
Training Lead	<ul style="list-style-type: none">• Defines/creates user procedures to successfully roll out the system to end-users• Attends all training to become familiar with the Fuse system• Attends all regularly scheduled status meetings as well as critical milestone and phase review meetings

Time Commitment

Project staffing and commitment are critical factors in achieving a successful implementation. Project staffing and commitment must be established and agreed to early in the project. During this implementation the customer’s project team will be required to commit time and resources. Customer planning, training, and testing are part of a successful implementation, and time should be allocated to each of these areas. Commitment from upper management is also crucial to the success of any project. Fuse assumes a high-level executive sponsor will be assigned and will remain engaged during the full lifecycle of the implementation.

1 Plan & Assess

- Attend welcome program
- Attend required meetings
- Communicate goals and success criteria
- Attend discovery training
- Standardize policies
- Complete assessment deliverables
- Complete discovery documents
- Extract data from legacy systems and provide data imports
- Attend training
- Attend assessment meetings
- Assist with finalizing project plan
- Develop test cases
- Review solution design

2 Build & Test

- Prepare for testing
- Training
- Provide data imports
- Configure and mount time clocks
- Attend administrative training
- Conduct user acceptance testing
- Document testing outcomes
- Communicate testing issues
- Retest configuration changes
- Prepare for system cutover
- **Rollout end user training**

3 Deploy & Support

- Go live
- Process 1st payroll
- Process 2nd payroll
- Transition to global support

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Based on modules purchased additional discovery documents, assessment meetings, training, testing, validation and deployments may be needed



Less Payroll Time. More You Time.

Streamlining your payroll process can give you more time in your work day and reduce errors. Interested to learn how Fuse can make that happen? Schedule a consultation today and take the first step towards an easy-ro-run payroll.

[Schedule your consultation](#)

