



Off The Shelf Implementation Services Description

This Off the Shelf Implementation Services Description document was last updated on July 31, 2019.

Implementation Tasks & Deliverables

VelocityEHS prides itself on delivering simple software solutions that focus on true needs. Although the VelocityEHS software is highly configurable, it comes configured out of the box with industry best practices in mind. This allows for implementations that hit the mark without the overhead of expensive projects and helps companies get up and running quickly.

The implementation process has three easy steps that can be completed from start to finish in less than 30 days, depending on the customers availability. VelocityEHS collects relevant information from the customer stakeholders needed for application setup. The application sites are built and training is provided to stakeholders. Customer administrators are introduced to VelocityEHS Customer Care who provide long term support.

THIS IMPLEMENTATION OPTION DOES NOT ALLOW FOR CONFIGURATION BEYOND WHAT CAN BE ACCOMPLISHED THROUGH ADMINISTRATION INTERFACES FOUND WITHIN THE APPLICATION.

What is included is described below.

Step 1: Application Staging

It is important to collect specific information from the customer to aid VelocityEHS in application installation and IT setup tasks. This is accomplished in the first phone call with the VelocityEHS Onboarding Specialist. This phone call will review:

- Organizational program objectives
- Overview of the Onboarding Journey
- Organizational structure and reporting hierarchy
- Access to Application Overview training

Step 2: Training and Setup

At this point, an assigned Onboarding Specialist will be able to tailor the Onboarding Journey to facilitate meeting the objectives and goals. Customer will also receive an Interactive User Guide for assistance through the onboarding and training process, guidance on who should be included in each phase of the Onboarding Journey, and to provide the links needed to complete the online training videos. Stakeholders and decision makers will participate in a cyclical process including two parts: online training and setup.

Online Training

The VelocityEHS training program is a great first step in change management for newly implemented software. Training has been proven to result in increased user adoption and engagement. Participants in the VelocityEHS training program can expect:

- Skilled, professional trainers
- Training videos incorporating adult learning principles
- Clearly defined objectives to meet your learning needs



There are multiple people in Customer's organization who will benefit from training: key program stakeholders, executives, administrators, "super-users" and especially end users – the people the Customer is relying on to use the application effectively and efficiently in order to realize their desired results.

Online training will be delivered via pre-recorded videos, followed by pre-scheduled Q&A sessions hosted by VelocityEHS experts at various times of the day to accommodate your schedule.

Setup

An Onboarding Specialist will guide the Customer stakeholders and decision makers on what they are responsible for setting up within the application as homework. The data required for module specific setup includes:

- User role assignment (permissions)
- Email notifications setup
- List review and modification

And may include (depending on modules purchased):

- Audit templates
- Compliance requirements and permits
- Training management jobs, work functions, user assignments, topics, requirements and sessions
- Performance metrics setup
- MOC checklists
- Job Safety Analyses, Aspects & Impacts Analyses and HAZOPs Studies

Step 3: Last Touch Point

After the application has been delivered and the Customer has completed the setup, they will be introduced to the VelocityEHS Customer Care team for long term support. The Customer will be expected to expand the adoption of the VelocityEHS application to remaining users through their own internal training program or through the VelocityEHS training videos. VelocityEHS will share a short training video for general users with the Customer. Stakeholders and decision makers will work towards completing the final setup of the application.