



Implementation Guidelines

What can you expect for implementation? It can take 2 weeks or twelve months to complete. **It's up to you.** Based on our experience, here is some advice to help you achieve a speedy and successful implementation.

Common Pitfalls to Avoid.

- Not allotting time to implement JobTracker
- Not having a timeline or plan for implementation
- Trying to make JobTracker perfect in the beginning (Remember: it's easy to modify it later)
- Not knowing the system you use for managing jobs now
- Not keeping people who will be involved with JobTracker informed
- Assigning an implementation manager who doesn't understand your business processes
- Assigning an implementation manager who has no authority to modify your business processes
- Starting with quotes or inventory instead of scheduling
- Not being willing to eliminate your old system
- Not calling Moraware for help and not using our Help website (<http://www.moraware.com/help/>)

Moraware's Role in Helping You.

- Answer questions
- Provide demonstration of JobTracker
- Provide help documentation (<http://www.moraware.com/help/>)
- Make suggestions of how others use JobTracker
(<http://discuss.moraware.com/default.asp?JobTracker>)
- Import customer contact list from electronic files
- Guide you through the implementation process



Timeline for Implementation

After faxing your order to Moraware and receiving an e-mail with a link to your JobTracker database, these are critical next steps to follow:

Date	Assigned to	Goal
		Schedule an internal meeting to get everyone onboard
		Designate implementation manager
		Set deadline for completing JobTracker setup
		Set deadline to go live: when you'll start entering new & open jobs.
		Set deadline for phasing out your old system
		Set up JobTracker: work through guides at http://moraware.com/help
		Set up JobTracker data entry: lists of users, salespeople, and assignees
		Set up JobTracker business process: think about and create activities, custom fields, forms, templates, packets
		Review Progress with Moraware
		Internal meeting to train employees
		Go live: Enter new and open jobs into JobTracker
		Stop Using old system
		Schedule monthly meetings with key employees to review