

# Dude Solutions Work & Asset™ On-Site Services

Faster Time to Value to Hit the Ground Running



**Getting started with any new software is no easy task. That's why we created Work & Asset™ On-Site Services for new clients. Whereas many other implementation cycles can take up to six months, we designed our programs to achieve greater time to value in as little as one week in some cases. With the help of a Dude Solutions team member, you can hit the ground running and get back to the work that matters.**

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## How does it work?

Our on-site services are designed to help transition new clients onto the Work & Asset platform. A Dude Solutions team member will spend time on-site with your team, assisting in getting your product up and running while answering any questions you may have. Our hands-on approach aims to not only implement your software but also provide insightful training to ensure widespread adoption.

Service length is determined by need:

- **One Week** – For new clients who haven't had a CMMS before
- **Two Weeks** – For clients new to CMMS software who want to focus on inventory
- **Three to Four Weeks** – For new Dude Solutions clients who are transitioning from an old CMMS



## Key Benefits



**Faster time to value.** We'll expedite your startup process and give you a plan for implementation that vastly improves the typical 3-6 months that most organizations experience.



**Team support.** During our time with you, we'll make sure that your team members are comfortable with the new solution and answer any questions.



**Data organization.** We'll help you create a plan for data collection, equipment identification, work order management and your naming conventions, ensuring that your data is where you need it.



**Customizable schedules.** Our time on-site with your team is customizable to your needs. We offer in-depth interviews to discover your objectives and make sure we address everything that's most important to you and your technicians.

**“The implementation was beyond my wildest dreams. We were quickly set up and running. I was absolutely blown away.”**

– Robert Martz, Engineered Controls

## Service Descriptions

Travel and lodging for Dude team members

- > Travel to your location
- > Cost of lodging for Dude team members during their stay at your location

On-site, hands-on training for all personnel

- > Provide start-up support for users to ensure successful usage
- > Offer training and assistance as needed during transition process to all personnel

Full system configuration and implementation

- > Develop organized plan that accelerates full implementation
- > Set up key product features, including work requests, preventive maintenance (PM) work orders, inventory and all supporting data

Implementation guidance

- > Interview key staff for goals
- > Identify objectives to focus on for best time to value

Dude-assisted implementation

- > Set up key product features, including work requests, preventive maintenance (PM) work orders, inventory and all supporting data



## Service Descriptions (cont'd)

|                      |  |
|----------------------|--|
| Inventory management | <ul style="list-style-type: none"> <li>&gt; Develop a plan for MRO inventory for work orders</li> <li>&gt; Assist in organizing your inventory data, including organization as well as numbering and naming conventions</li> </ul>         |
| Data transfer        | <ul style="list-style-type: none"> <li>&gt; Create plan for data collection, equipment identification and inventory organization</li> <li>&gt; Transfer all data on existing platform to new solution, including all data entry</li> </ul> |
| Data organization    | <ul style="list-style-type: none"> <li>&gt; Aid in developing numbering and naming conventions for equipment, PM work and inventory</li> <li>&gt; Assist in organizing new data</li> </ul>   |

## Pricing and Plans

| CATEGORY                                     | ONE WEEK | TWO WEEKS | THREE WEEKS |
|--|----------|-----------|-------------|
| TRAVEL AND LODGING FOR DUDE TEAM MEMBERS     | ●        | ●         | ●           |
| ON-SITE, HANDS-ON TRAINING FOR ALL PERSONNEL | ●        | ●         | ●           |
| FULL SYSTEM CONFIGURATION AND IMPLEMENTATION | ●        | ●         | ●           |
| IMPLEMENTATION GUIDANCE                      | ●        | ●         | ●           |
| INVENTORY MANAGEMENT                         |          | ●         | ●           |
| DATA TRANSFER                                |          |           | ●           |
| DATA ORGANIZATION                            |          |           | ●           |

## Dude-assisted Implementation

### ONE WEEK

- > System configuration and planning (no implementation)
- > Work order management
- > Implementation guidance
- > On-site, hands-on training
- > Travel and lodging for Dude team members

### TWO WEEKS

- All One Week services PLUS:
- > Inventory management

### THREE-FOUR WEEKS

For clients with existing CMMS software in place

- All One and Two Week services PLUS:
- > Data transfer
  - > Data organization
  - > Dude-assisted implementation



## Implementation Information

All Dude Solutions clients have our support that goes beyond initial implementation. As a client, you'll have our Legendary Support Team on your side to ensure you get the most out of our solutions. From initial installation to your first work order, we've got you covered through everything.

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| <b>Legendary Support Team</b><br><i>Cost: Included</i> | <ul style="list-style-type: none"> <li>› All Dude Solutions clients have unlimited access to our Legendary Support Team</li> <li>› Reach support via phone, email or chat for immediate answers</li> </ul> |
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| <b>Self-Guided Learning</b><br><i>Cost: Included</i> | <ul style="list-style-type: none"> <li>› Unlimited interactive instructor led online classes</li> </ul> |
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## ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 11,000 organizations use our award-winning software to manage maintenance, assets, energy, safety, IT, events and more. For more information, visit [dudesolutions.com](https://dudesolutions.com).