

# 3-STEP IMPLEMENTATION

BioMed for TheWorxHub™



## STEP 1

### Getting Started

- Orientation call & planning
  - Call scheduled with your project coordinator
  - Review goals
  - Map out implementation process
- Data review/data collection
  - Locations
  - Staff/contractors
  - Assets
  - PM data



## STEP 2

### Product Training

- Account management
- Navigation and workflow
- Asset and PM training
- Launch product within your organization



## STEP 3

### You're Live

- Using your product daily
- Progress continues to be monitored by a client success representative (see next page)
- Additional product feature trainings (if necessary)
  - Additional module training sessions as needed



**THE DUDE IS BESIDE YOU**

## Your Dude Implementation & Success Team

### Project Manager

Your project coordinator who will work alongside you at a project management level to ensure milestones are met and your overall project is successful

### Implementation Specialist

Your remote resource who will provide 1:1 guidance and support to ensure you and your team learn the product and set up your account properly while applying best practices

### Legendary Support Team

Your one-call-away helper available to assist you with any question via phone, email or chat Monday through Friday

### Client Success Representative

Your representative who partners with you to achieve your goals while driving toward your organization's overall mission

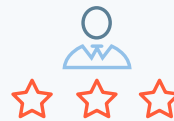
### Our Service Pledge to You



Phone calls answered  
within 3 rings



Support emails  
answered within 1 hour



97% client  
satisfaction rate



Always speak to  
a human

## 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 20 years, 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 13,000 organizations use our award-winning software to manage maintenance, assets, energy, IT, events and more. For more information, visit [dudesolutions.com](https://dudesolutions.com).