Purpose
Dude Solutions provides focused guidance by experienced consultants to ensure an effective and efficient implementation and faster ROI. This includes:

- Meeting with key stakeholders to ensure the set-up and configuration will meet the client's current and future needs
- Workflows meet the needs of the business
- Location and category hierarchies are configured appropriately
- Available data is cleaned, aligned and imported
- End users are trained and ready for go-live

Project deliverables
1. Project kick-off call with a Dude Solutions Project Coordinator
2. Discovery with Dude Solutions Events Consultant to determine specific event management and cost-recovery goals and objectives to drive the most effective Event Manager configuration
3. Determine and assist with setting up appropriate workflows and drop-down lists
4. Assistance with layout, branding and community-use configuration
5. Review, cleanse and import available user, location, category and event data
6. Assistance with configuring invoicing and cost recovery
7. Training for Admins, Leads and Full Users
8. Go-live support for additional assistance during roll-out
9. Unlimited access to Help Site, Virtual Classroom Trainings and best-practice webinars – during and after implementation

Client journey

**PURCHASE**
- Implementation start

**ORIENTATION**
- Meet your Dude Solutions team
- Review implementation process
- Begin data gathering

**CONSULTING**
- Discovery and design
- Account configuration
- Administrator and End User training
- Consulting completed

**LAUNCH**
- 30-day go-live support

A sample of topics that will be covered during your Consulting Service:

- Building the foundation: defining requirements
- Identifying locations, objectives and stakeholders
- Configuration and data loading
- Prepare location, category and user permission data
- Invoicing and cost-recovery best practices
- Set up fee packages and online payments
- Event request / approval task and management workflow
- Define approval process for internal and community events
- Data mapping and testing from integrated platforms
- Hands-on training by user role

In addition to hands-on training, your active partnership with Dude Solutions also includes the following supporting materials and training options:

- Virtual Classroom Trainings
- Video Resource Library
- Dude University