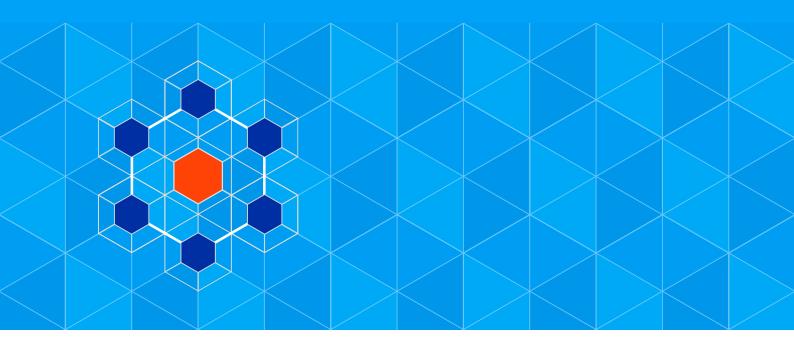


## Implementation Management



Streamlined technology implementation management solutions that ensure a successful go-live.



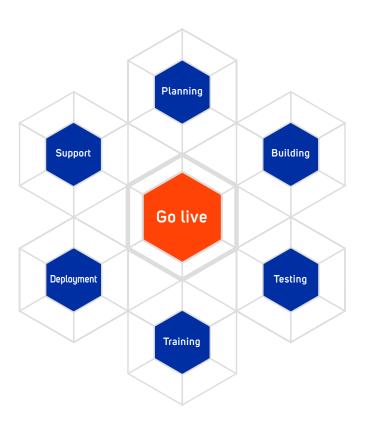


### Client-side support through to go-live

Implementation management for clients can be fraught with challenges ranging from resource allocation and scope creep to technical complexity and change management. Clients often struggle with allocating sufficient resources, defining and controlling project scope, navigating technical intricacies, managing resistance to change, identifying and mitigating risks, coordinating stakeholders, and measuring success criteria. RIVOR's implementation management solution's address these issues by giving you a highly qualified team that can guide you through and manage the entire implementation through to go-live.

# Everything you need from start to finish

RIVOR can provide full project management of your technology implementation, including project planning, guiding project phases, resource management, solution design, testing, reporting, documentation, and building a skilled servicing team for ongoing support.



#### 1. Planning

implementation methodologies, detailed project plans, and templates to organise tasks, document discussions, and ensure alignment with project objectives.

#### 2. Building

Configuration blueprints, requirements documents, security templates and security matrices to ensure the systematic development of the technology solution with precise configurations and robust security measures.

#### 3. Testing

Establishment of comprehensive test strategies, test scripts, user acceptance testing (UAT) workbooks, test introduction decks to orient stakeholders, issue management to track and resolve issues, and documentation of testing outcomes and progress.

#### 4. Training

Comprehensive training strategies encompassing lesson plans and user guides, work instructions and training videos, and integration of third-party resources.

#### 5. Deployment

Gap analysis to identify discrepancies, go-live checklists and assessment, ensuring a smooth transition and successful launch of the technology solution.

#### 6. Support

Streamlined problem resolution, employee query management, FAQs and links to essential resources, ensuring continuous and efficient support for users of the technologu solution.





### A technology implementation that will work

We understand that successful implementation is more than just deploying technology - it's about seamless integration, meticulous planning, and unwavering support. With our comprehensive approach, we guide our clients through every step of the process, from initial planning and strategy to deployment and ongoing support. Our team brings a wealth of experience and a proven track record in managing implementations across diverse industries. We leverage best practices, cutting-edge tools, and a client-centric mindset to ensure your project's success. From crafting detailed project plans to providing hands-on support during qo-live, we're dedicated to making your implementation journey smooth and successful.

### An implementation partner you can trust

With our Implementation Management service solution, you can embark on your implementation journey with confidence, knowing that you have a trusted partner by your side every step of the way. Experience the difference of working with a team that is dedicated to your success and invested in helping you achieve your goals.

## Expert guidance & strategy

Gain access to seasoned experts who will guide you through the intricacies of implementation. We collaborate closely with your team to develop tailored strategies aligned with your goals and industry best practices. Our experts bring a wealth of experience and insights, helping you navigate challenges, anticipate risks, and make informed decisions at every stage of the implementation process.

# Efficiency & scalability

Our service is designed to maximise efficiency and scalability, allowing you to streamline operations and adapt to changing needs seamlessly. With robust project management methodologies and advanced tools, we optimise resource allocation, minimise downtime, and ensure swift execution of tasks. Whether you're implementing a small-scale solution or a complex enterprise-wide system, our service scales to meet your requirements.

# Continuous support & improvement

We believe that successful implementation is not just about deployment - it's about long-term success and continuous improvement. That's why our service includes ongoing support and optimisation to ensure that your solution evolves with your business needs. From monitoring performance metrics to identifying areas for enhancement, we're committed to helping you maximise the value of your investment.





### Contact us

For an obligation free conversation about how you can use our Implementation Management solutions to ensure a successful go-live, please contact me.

### **Rob Hughes**

CEO

Email: <a href="mailto:rob.hughes@rivor.com">rob.hughes@rivor.com</a>
Mobile: +61 414 777 462
Website: <a href="mailto:www.rivor.com">www.rivor.com</a>

