Software Adoption

Advisory Support Services

Driving proficiency and expertise with TransitionManager.

Introduction

Transitional Data Services (TDS) is committed to empowering you to unlock the full potential of TransitionManager software.

Our team of consultants collaborates closely with new user groups, ensuring they harness the software's capabilities to their fullest extent. Our goal is to aid you in optimizing TransitionManager features to align with your specific requirements, and to deliver maximum benefits.

Solution

While training lays a solid foundation, we recognize the incomparable value of real-world experience. Our Advisory Services extend beyond training to empower you to execute projects using TransitionManager with confidence and minimal assistance. Our objective is to facilitate your transformation from trained individuals to proficient and independent experts.

The Approach

Advisory Services empower you to unlock the full potential of TransitionManager through support tailored to your needs. Our journey begins with a comprehensive skills assessment that pinpoints your user aptitude and determines the support you require. Advisory is provided for all active customer projects until users demonstrate they have met proficiency goals. Activities include regular scheduled review meetings, data review and audits, addressing project questions and escalations, and providing on-call support.

It's important to note that TDS is not responsible for deliverables to the end customer.

Minimum Requirements

To ensure success with Advisory Services, TDS requires you to complete the User Training course and related training exercises, resulting in Level 1 TM Certification. To amplify program effectiveness, we also recommend appointing an Executive Sponsor.

Scope

TDS will provide both proactive and ad hoc support. Examples of what may be included are listed below.

Proactive Support

- Advisory Services Phase Kickoff and Key Standard Phase Templates Review
- Conduct Project Check-in meetings: (*Mutually agreed cadence*)
- Conduct periodic TransitionManager based QA Reviews
- Assess Delivery Team Resource Proficiency with TransitionManager

Ad Hoc Support

- Data Collection Plans
- Data Modeling, Normalizing, Mapping
- Custom Field Guidance
- Data Import / ETL
- Bulk Change Techniques
- Saved Views
- Basic Reporting
- SME Validation Process Review

- Review Bundling and Dependency Criteria
- Reconciling Remnants
- Runbook Definition Process
- Event Specific Runbooks
- T- and T+ Runbooks
- Dry Run Exercises
- Command Center Management
- TransitionManager Expert on Demand

Additional Support

Users have the option to select additional support, which may include creating custom reports, engaging in scripting exercises, and exploring integration scenarios with other tools. Additional support comes with separate pricing based on the scope of work required.

Packaging

Advisory Services are purchased in 50-hour block increments, with 50 hours being the minimum. TDS will provide a budgetary estimate based on the project scope and the user group's proficiency with TransitionManager. Blocks can be acquired as Time and Materials or Fixed-Fee and are invoiced at the start of the block usage period.

Summary

This brief provides insight into Advisory Services, an integral component of TDS's Software Adoption Services. TDS is committed to assisting you in harnessing TransitionManager to fulfill your unique project requirements.

Learn More

Talk with a TDS expert, HERE

See a demonstration of TransitionManager, HERE

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