Your Implementation Team

The TCP Professional Services team delivers the expertise needed to implement a solution that meets the needs of any size organization and the project management experience to ensure proper change management.

PROJECT MANAGER (PM)

The PM will be your direct point of contact for project matters and will ensure strict adherence to the project and communication plans. The PM will maintain a rolling action item list and formalize project documentation, training materials, and drive timely execution of deliverables.

PROGRAM MANAGER (PGM)

Each PgM oversees a selection of similar projects and provides guidance to your project team on how to resolve complex processes or use case scenarios. Your PgM has implemented a wealth of customers and will provide best practices to ensure you get our best solution.

IMPLEMENTATION SPECIALIST (IS)

The IS is your dedicated technical resource. The IS will work hand-in-hand with your team to configure and test the solution, answering questions and providing training along the way. Your IS will communicate deliverable statuses to your Project Manager.

ACCOUNT MANAGER (AM)

Your AM is dedicated to making sure you receive what you paid for and serves as your ongoing liaison with TCP. There are here to ensure you receive our industry-best services and access any product enhancements.

SOLUTIONS ENGINEER (SE)

Every project has a shared SE for an added layer of technical oversight. Your SE is well versed in peripheral technologies like export to SFTP, scripting, and single sign-on. The SE will serve as a technical consultant and will assist with any issues the team may encounter.

The Implementation Process

Your team will work with you individually to ensure the installation and configuration processes are completed in a timely manner and within the predefined scope of work. You can choose to work with the project implementation team on-site, where our experts will collaborate face-to-face with your stakeholders or remotely via scheduled project calls.

INITIATION PHASE

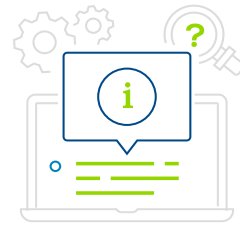The Initiation Phase is used to develop the service strategy for the project.

- Finalizing Purchase
- Gather Project Materials
- Assign Resources

DISCOVERY PHASE

We will work with your project stakeholders to define the service strategy and generate baseline service design.

- Project Kickoff
- Business Process Analysis
- Needs Assessment
- Build Requirement

PLANNING PHASE

Collaboratively develop and approve a timeline, confirm deliverables, construct a work breakdown structure and assign project tasks.

- Finalize Project Plan
- Communication Plan
- Testing Strategy
- Training Strategy

DELIVERY PHASE

Focuses on service transition by completing the activities outlined in the project plan, verifying that the deliverables meet the business rules and needs.

- Installation
- Configuration
- Training
- Pilot Test
- Go Live

TRANSITION PHASE

Focuses on service operations by finalizing all agreements, providing a seamless transition to dedicated operational support teams.

- Project Close
- Project Feedback
- Ongoing Support

REMOTE OR ON-SITE TRAINING

Proper change management and end-user adoption revolve around customer enablement through robust training. TCP Professional Services training team will walk your team through basic employee training, payroll and administrative training, and intermediate training for the supervisors and managers. Focus areas can be covered by our training team, either on-site or remotely.