

## TRANSITIONING FROM YOUR SHIPPING SOFTWARE TO PROSHIP

Making a major change to your enterprise technology stack can be an overwhelming effort. ProShip's expert services team are prepared to help you deliver that change, meet your objectives and accelerate benefits across the business.

## **Frequently Asked Questions**

One you've made the decision to switch to a new multi-carrier shipping solution, you're going to have questions about the process. We've gathered the most common questions we've received from our new customers to put your mind at ease.

How long will the process take from sales process to go-live?

While it depends on your specific instance, we estimate 8-12 weeks. With full transparency, some timelines may be shorter, some may stretch a bit longer.

Will our shipping operation suffer from any downtime during this transition?

A majority of the hard work gets completed in the background, and you're free to run your current system until you're satisfied with making the switchover - no downtime necessary.

Will I be able to change up some of my enterprise technology stack simultaneously?

The beauty of the ProShip product is its flexibility. Whether you're keeping the same tech stack or looking to upgrade additional software, our solution doesn't hold you back.

Will I have to retrain all of my employees on a new solution?

We understand that training your workforce is a process in itself, so we aim for your users to not notice any new material process changes.

While you may not notice the changeover on the frontlines, you will notice the benefits of making the switch:



Faster shipment processing times



Enhanced documentation



In some cases, improved carrier library



Expert services and support team

We went into the traditional RFP process and there were several criteria that we looked at. Can they work with Manhattan? Can they work with our fulfillment solution in the stores? But the decision wasn't just about the checklist, it was also about looking for the people who would be successful and have the heart to get this thing done.

- Scott Davis, Director of Supply Chain Systems, Maintenance and Process Excellence, Finish Line



## Integration **Project Phases**

Planning The Planning Phase consists of scheduling, planning and occurrence of the kick-off meeting. Here, the discussion on server access happens and the Specification Document gets created and reviewed.

The Specification Document records the requirements and proposed technical solution, and the project manager, integration technology manager, support engineer and customer need to approve the document before Execution Phase.

 Planning The project manager (PM) will schedule the integration engineer to hold training sessions. These will usually be via phone call or WebEx/ Go-To-Meeting. The PM will also inform the client about the User Acceptance Testing (UAT) Process.

The PM will then facilitate UAT, where the customer is responsible to test (unit testing is already completed by the integration engineer). It is up to the customer to determine how many tests to run. After testing, the customer needs to sign off on Project Acceptance before moving forward.





INITIATION



**PLANNING** 



**EXECUTION** 



**ACCEPTANCE** 



**CLOSURE** 



SUPPORT PROCESS

**SALES PROCESS** 

[BEHIND-THE-SCENES] SOW **Sian Off** 

**Transition** to Integration

Spec Approval

O/A Sign Off

**UAT** Sign Off

**Transition** to Support

 Initiation Customer receives the license key, welcome emails and all other phases are outlined. All initial documents are added into SharePoint if they are not already there.

Execution Integration engineer begins integration work. The project manager creates a project plan and organizes regular touch-base meetings with the customer.

The integration engineer will install and configure the software and carrier engines and complete any scripting and customizations. At the end of this phase, the integration engineer will identify and create any change orders needed.

The only reason we were able to do it so quickly before the holiday, was this concept of there not being a material process change for the in-store team. It's one thing to have to retrain associates at a single location or even a handful, but when you're talking about 600 operational teams, you can't do that before the holiday season and expect to be successful.

- Josh Mayer, Program Manager at Summit Advisory Team for Finish Line



Watch how a customer went from program goals to benefits realization in this on-demand webinar!

 Closure The project manager negotiates and communicates the go-live schedule with the customer and integration engineer. Within the schedule, the solution is implemented from "test" to "production", and any issues are categorized as "defects" or "enhancements". Defects are to be resolved quickly, and if enhancements are not show-stoppers, they should wait and be handled as service requests.

The implementation engineer then works with the support manager to identify the customer's dedicated account manager and extended support team. The account manager then schedules and facilitates a customer meeting.

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