

Shiftboard Premium Onsite Adoption Launch Services

Streamline the introduction of Shiftboard to your organization with our Premium Onsite Adoption Launch Services. Our dedicated Premium Services team provides expert guidance in change management and comprehensive onboarding support onsite, ensuring a seamless experience customized to your specific needs. We understand the challenges of introducing a new system and partner with you to make the transition as smooth as possible. With our proven programs and practical resources, you can confidently navigate the transition, maximize product adoption, and unlock the full value of Shiftboard from the start.

Service Overview



Onsite Change Management and Adoption Support

Our dedicated team of experts collaborates closely with you to create tailored onboarding and adoption plans designed to minimize disruptions and maximize business continuity.

- Onsite collaborative launch and rollout planning.
- Onsite pre-launch communication strategy and template development.
- Onsite support to help you implement adoption best practices and recommendations.



Onsite Promotional Support and Materials

We offer comprehensive promotional programs to help you engage employees early on, preparing them for the arrival of the new scheduling solution and motivating them to embrace it from day one.

- Tailored SWAG to encourage early employee adoption.
- Customized promotional materials: posters, videos, gamification, and other incentive strategies.



Onsite Launch Day Support

Our dedicated customer success and customer experience teams leverage their deep product knowledge and industry expertise to provide onsite support to staff during the launch and ensure an exceptional onboarding experience for all.

- Three days of onsite activities, including staffing a launch booth.
- "Drop-in" support for supervisors and employees to assist with their first login and initial navigation.
- Up to 16 hours of training, with 30-minute sessions for employees and 90-minute sessions for supervisors.
- Onsite troubleshooting assistance to address any issues that may arise.
- Conducting feedback and general Q&A sessions with supervisors and employees.



Post-Launch Feedback and Enablement

Post-launch, we hold debrief sessions to empower your teams to identify areas for process and solution refinement and equip employees with supplementary training materials to support their unique learning curves.

- Debrief sessions with your project team, including a post-launch employee impact analysis, to optimize process and solution designs.
- Up to two 30-minute virtual follow-up sessions with select employees and supervisors.

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Frequently Asked Questions

Who is eligible for Premium Onsite Adoption Launch Services?

Shiftboard's Premium Onsite Adoption Launch is an add-on service available to all Shiftboard customers with an active or impending implementation.

How are the onsite launch activities developed?

The onsite launch activities are developed collaboratively with customers, tailoring them to their specific needs based on training agendas agreed upon in the train-the-trainer class and previous implementation activities.

What resources and equipment are required for onsite launch activities?

For onsite launch activities, customers are responsible for providing the following resources:

- **Suitable Classroom:** A suitable classroom or training space where the launch activities can take place. This space should be conducive to learning and accommodate the number of participants comfortably.
- **Computer Access for Supervisor Attendees:** Computer access for the supervisor attendees. This allows them to actively participate in the training sessions, complete exercises, and engage with any software or tools utilized during the training.

What is the maximum class size for in-person training?

The maximum class size for in-person training varies depending on the role. For supervisors, the maximum class size is eight individuals, whereas for employees, it is 40 individuals.

What if we exceed the maximum number of attendees allowed or require more than three days of onsite support?

A customer success manager will assist you through a change request process in such cases. The customer success manager will assess the feasibility of accommodating the increased attendees or extending the onsite support duration. They will provide you with the necessary guidance and options available to meet your specific needs.

What is the format and scope of the training sessions?

Training for employees is delivered in a presentation format, which includes lectures, slides, and demonstrations. For supervisors requiring more advanced training in day-of scheduling management, training sessions go beyond presentations and include hands-on, practical exercises. Please note that training for the dedicated schedulers, which covers topics like system administration and schedule creation, will be addressed during offsite train-the-trainer sessions rather than during the onsite launch activities.

How is training being scheduled to accommodate employees and supervisors working different shifts?

Training sessions are typically conducted during weekday business hours. However, arrangements can be made to train those on swing shifts or graveyard shifts. In such cases, the training hours for those specific days can be flexed earlier or later, allowing everyone to attend the training without conflicting with their shifts.