

Journyx Professional Services

We're here to help.

Journyx may offer enterprise-level software, but we won't treat you like other enterprise software vendors. We will work with you to create a tailored, customized solution that fits your unique business needs. Our Professional Services team works directly with Journyx clients who want more flexibility than is available "out of the box" with the standard Journyx or Journyx PX applications. The Journyx team determines the detailed technical requirements and develops, tests and delivers custom add-ons to fulfill those requirements.

Needs Analysis

Before you begin a Journyx implementation or integration project, Journyx can help you identify automation opportunities for your organization. The Journyx Professional Services Team can analyze your current environment; gather input from your team via a project survey; discern key objectives for the project; and develop a solid technology solution to meet your business need.

ProStart Implementation

Are you new to Journyx? The Journyx ProStart Implementation Program ensures a quick and successful installation and configuration of your Journyx system. Journyx Professional Services Team members work directly with your personnel to produce a detailed timeline and implementation plan specifically for your organization. Journyx emphasizes teamwork and open communication with your organization through each phase to keep the implementation moving smoothly forward. Potential system problems are identified and resolved prior to enterprise wide implementation, ensuring smooth operation in the future.

Training

The Journyx team can train your staff to take full advantage of the Journyx system. Journyx offers a variety of training packages to suit your organization's needs. From on-site training to remote class delivery, the Journyx Training Department can impart the knowledge and skills your team needs at any level of use or administration.

Systems Integration

Many organizations have a long list of systems that need to get data from or give data to your Journyx system. By integrating the information from all these systems you can achieve new levels of efficiency and productivity. The Journyx Professional Services Team can integrate individual systems to create an enterprise solution. Through the use of bi-directional interfaces, you can: populate your Journyx system using existing data; process cost, hours and expense data; and post that data back to your other systems for payroll, billing and other applications. Journyx has the tools to simplify integration projects – they include our Journyx Payroll Rules Engine, our open-architecture jxAPI (our XML/SOAP interface), and data exporting and reporting tools for Journyx. Journyx Professional Services can also develop custom-built interfaces to create a custom solution for your business need.



Custom Reporting

Your data is critical to keeping your business running strong, and Journyx can assist you with special data reporting requirements. Our Professional Services Team will work with your organization to understand your reporting needs, design the necessary templates and get the right data into your hands. Whether it's Web Reports, Cube Reports or 3rd party reporting, rest assured that Journyx wants you to have your data in a format that's meaningful to you.

Product Support

Our support service provides software maintenance, product upgrades, and help-desk support through annual contracts. Whether through on-site visits or remote diagnostic support (via telephone, Internet and email) Journyx Support will help you. Annual renewal of your maintenance contract assures that you will receive the latest product information and upgrade announcements. Journyx Support is there to help you get the most from your software.

Contacting Professional Services

When you're ready to get started, or if you want to know more, please call Journyx at 800-755-9878 or send an email to psdev@journyx.com. We look forward to hearing from you!