

# Journyx Professional Services Options

Flexible implementation and billing scenarios.

Journyx is invested in your success. Our Professional Services team offers flexible billing and implementation options customized to meet your unique business needs. Implementation included,, RapidStart, and service-as-a-service offerings are all available to ensure your business requirements are met in the way that works best for you.

## Professional Services Billing Options

	Implementation Included	Traditional Billing	Service-as-a-Service
Billing type/ Minimum contract term	<ul style="list-style-type: none"> <li>• Rolled into yearly fee</li> <li>• 3 years</li> </ul>	<ul style="list-style-type: none"> <li>• Billing as used</li> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Retainer-based model</li> <li>• 1 year</li> </ul>
Applies to	Project time tracking and resource management	All products	All products
Best suited for	<ul style="list-style-type: none"> <li>• Mid-large sized businesses</li> <li>• Initial roll-out</li> </ul>	Small-mid sized businesses	<ul style="list-style-type: none"> <li>• Mid-large sized businesses</li> <li>• Existing implementations</li> <li>• Complex integrations</li> </ul>
Flexibility of usage/ services	<ul style="list-style-type: none"> <li>• Limited flexibility</li> <li>• Additional time &amp; material services possible</li> </ul>	Ultimate flexibility	<ul style="list-style-type: none"> <li>• Very flexible</li> <li>• Base services included</li> </ul>
Advantages	<ul style="list-style-type: none"> <li>• No upfront investment in services</li> <li>• Transparent, consistent monthly bill</li> </ul>	Pay as you go/ need	<ul style="list-style-type: none"> <li>• Discounted service rate</li> <li>• Built-in hours</li> <li>• Faster response times</li> <li>• Flexibility to add hours</li> <li>• Consistent monthly bill</li> </ul>
Disadvantages	<ul style="list-style-type: none"> <li>• Higher monthly per-user fee</li> <li>• Finite number of hours included; additional hours at additional cost</li> </ul>	<ul style="list-style-type: none"> <li>• Upfront implementation costs</li> <li>• Monthly usage = variable monthly charges</li> </ul>	<ul style="list-style-type: none"> <li>• Limited carry-over of unused hours</li> <li>• Monthly recurring service charge</li> </ul>

## Professional Services Implementation Options

	RapidStart	ProStart
Type of implementation	Guided implementation for quicker go-live	Guided <b>custom</b> implementation with more detail prior to go-live
Professional Services support	Project management, guided implementation, and training	Project management, guided implementation, training, and software engineering
Go-live timeframe	1 week	8-12 weeks
Applicable products	Journyx JX	Journyx CX, PX, and JX
Integrations with ERP/payroll systems	No, reporting only	Yes
Best suited for	<ul style="list-style-type: none"> <li>• Low-medium complexity for initial launch</li> <li>• Med-large user base</li> <li>• Integrations not required for initial go-live</li> </ul>	<ul style="list-style-type: none"> <li>• Medium-highly complex environments</li> <li>• Large user base</li> <li>• Integrations that need to be implemented for initial go-live</li> </ul>
Depth of scope	<ul style="list-style-type: none"> <li>• Limited initial roll-out</li> <li>• Optimization phases can be used for integrations and additional modules</li> </ul>	Fully adaptable to business needs
Advantages	<ul style="list-style-type: none"> <li>• Quickest time to value (8x faster)</li> <li>• Limited scope allows for quick roll-out and user acceptance</li> <li>• Heavily guided &amp; structured approach by Journyx to allow the client's team to stay focused on deliverables</li> <li>• Allows for phased roll-out</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to build a complex solution for go-live</li> <li>• Integrations to ERP/payroll/other systems possible</li> <li>• Flexible timing for user acceptance testing and training</li> <li>• Ability to add scope during project via change requests</li> </ul>
Disadvantages	<ul style="list-style-type: none"> <li>• Requires a week of dedicated focus by the client team plus quick response times</li> <li>• No initial integrations</li> <li>• Limited time for user acceptance testing</li> <li>• Inflexible for scope changes during initial phase</li> </ul>	<ul style="list-style-type: none"> <li>• Longer go-live timeframe</li> <li>• Accumulated cost prior to go-live if not accepted by users</li> <li>• Resources are less focused on project and training which can lead to re-training and re-visiting topics</li> </ul>

Ready to get started? Contact Journyx today!