

Journyx Professional Services Options

Flexible implementation and billing scenarios.

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

Professional Services Billing Options

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

Professional Services Implementation Options

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

Ready to get started? Contact Journyx today!