

# VALIANT IMPLEMENTATION: YOUR PARTNER IN EXCELLENCE

Software is an investment. When you select an investment in a software solution, you are looking for not only the solution to automate your processes, but also an implementation that is on-time, within scope, and meets your expectations. At Valiant, we consider ourselves a partner in the relationship; we invest our time and expertise in the process, while you invest your time in helping to deliver the knowledge of your business. The result is a solution that meets your needs, is effectively and provides you with return on your investment.

## OUR RESTAURANT TEAM

Experts in the industry

The Valiant services team isn't just solution implementation. We come from the industry – many of our consultants are former employees within the industry and have developed an industry leading subject matter expertise that is unparalleled. The value to you is a true consulting partner; we not only are here to provide you with the tools you need to succeed in implementation, but we are there as a repository of business knowledge. We have seen and done it all, and can give you help along the way to streamline, improve – or just ask questions on best-practices.

### Brenda Casanas

25 Years' experience  
20 Years as a Valiant Payroll Specialist

### Cornina Seudath

15 Years' experience overall payroll  
3 Years in hospitality

### Michael Almanzar

8 Years' experience

### Carlos Maldonado

11 Years' experience

### Nicole Harkins

10 Years' experience in  
hospitality service industry

## THE IMPLEMENTATION PROCESS

A Collaborative journey toward Go Live

The Valiant Solution is designed to provide you with automation to your critical workforce processes. Like many businesses, the way you do business is unique -- you know how best you want to operate. That is why we work together to help you along the way. The process of implementation is collaborative, and we work together to help achieve a positive and successful Go Live of your solutions.

### WANT TO SEE HOW THIS ALL WORKS?

Flip over to see the process by which we work together to build your solution.



## PHASE 1

### Laying the Foundation

#### KICKOFF AND REQUIREMENTS:

Start the process with our kickoff meeting, where we outline the key goals of the solution, the objectives you want to achieve and how we plan to get there together. This involves discovery, scoping of the project and a regular weekly touchpoint on the deliverables.

#### CUSTOMER DATA COLLECTION:

When your mission is established you'll provide us with the critical information that will be the backbone of the project. This is your employee and company data. Through our templated documents, you are able to provide us with company data, the wage rates, employee information, and payroll data to help us lay the foundation.

#### IMPLEMENTATION OF YOUR DATA:

Once we receive your data, our team gets right to work, loading in all this information into your very own database. This information is critical; the sooner we get your data, the faster we can get you prepared for the next phase.



## PHASE 3

### Payroll Validation and Testing

#### PAYROLL SETUP:

After completion of the training and configuration of the TLM module, our team works to configure the payroll platform for generating your first payroll. This is done while you are configuring the TLM solution, so no time is wasted.

#### SYSTEM VALIDATION AND FUNCTIONAL TESTING:

To ensure that the system is working as intended, our team will run a payroll with you on your schedule to ensure that the payroll data coming out of the schedule correctly reflects the payroll the way you need it. This is an important check in the process, as it validates the business rules and functionality that has been configured. If there are any discrepancies, we work with you to correct, and continue to validate the solution to ensure everything is working properly.



## PHASE 2

### Training and Configuration of the TLM platform

#### TRAINING:

Once all the information is in the system, we can now work with you on configuring the platform for scheduling. This is a collaborative effort, working to get you aligned for success. You will see how the scheduling system works and provide you with the tools necessary to begin configuring the schedule to match your process. This not only includes how to set up the schedule, but all the intelligent business rules you can leverage to ensure you are putting the correct people to posts.

#### CUSTOMER SCHEDULE SETUP:

Once you understand how the system works, we send you off to configure your schedule for your employees. We provide you with guidance and templates to help you configure, as well as access to our Valiant Learning Center. Valiant believes that the best way to get the information into the system properly is to have the customer build their schedule themselves. This gives you the ability to match the schedule exactly to your business, and allow you to become more familiar with the system.

#### CONTINUED CONSULTATION:

Throughout the configuration process, our team is there to consult with you on best practices, answer any questions, or help get you through any challenges. This is the power of Valiant's team and our pedigree – we are here to give you advice and guidance throughout the process



## GO LIVE!

After all the phases are complete, we are ready to Go Live with the system. As a team, we walk through the process and the customer runs their first payroll. At this point, the system is officially live and automating the process.

#### THE VALUE OF THE VALIANT IMPLEMENTATION EXPERIENCE

When you select a solution provider such as Valiant, you are not just getting a software solution to automate your system, you are also getting a wealth of industry-level experts that sit behind that technology to help you streamline the process, provide consultation on best-practices, and be a partner in your successful return on investment.