



# CatalystOne Professional Services

End user training and manuals Service Descriptions



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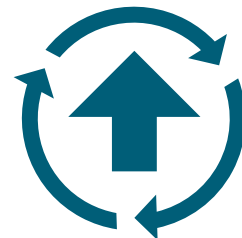
## **PRE-IMPLEMENTATION**

Readiness analysis  
Process development  
System landscape and integration strategy



## **DURING IMPLEMENTATION**

Process development  
System landscape and integration strategy  
Project & Change Management



## **OPTIMISATION & OPERATION**

Project & Change Management  
End user training & Manuals

At CatalystOne, we strive for rapid, efficient and high-quality implementation of our platform. The purpose of our methodology is to secure an HCM solution that becomes a tool to reach our customers' desired effects - effects that may range from data quality and data security to strategic heights in the HR function to managers having time and means for continuous follow-up and coaching.

15 years of experience tells us that an HCM system is a necessary pre-requisite for gaining full effect of digitization - but the system itself is not enough. Therefore, we offer a suite of CatalystOne Plus services on top of our ordinary implementation services - with the purpose to support, challenge and/or lead the work of our customers on their journey towards a digitized HR function.

Our Plus services are delivered by consultants with solid experience within the areas HR as well as IT, which means that the value of the services are not only a new structure for handling complex operational development, but also gaining access to the knowledge possessed by the consultants themselves.

## **SUCCESS CRITERIA**

In order to gain full effect of our Plus services, the following aspects are crucial:

1. Time and full attention from the key stakeholders identified as important for the task at hand
2. Clear decision paths for the proposals for change that may come out of the workshops

# End user training and manuals

In order for end users to fully utilize the possibilities of an HCM system, they need a structured introduction and guides for how to use the system. This service provides the competence development material necessary for the roles that are expected to access the system. The material is based on a stakeholder analysis and introduction to the configuration by the Super User and/or other participants in the implementation project.

Training delivery is not included in the service but can be offered upon request.

## **FORMAT**

Participants in the implementation project provide an introduction to the system and a stakeholder overview to a consultant, experienced in knowledge transfer. Material for knowledge transfer is then designed by the consultant and reviewed by project participants. After adjustments based on the review, the material is ready for use.

## **TIMING**

Before go-live

## **TIME REQUIRED FROM CUSTOMER**

1-2 hours for stakeholder analysis and introduction to the configuration. Time for review of material depending on complexity.

Please do not  
hesitate to contact us  
should you have any  
questions at all



#### CONTACT US

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