

# STRONG POINTS >



## BUSINESS EXPERTISE

OUR PROJECT TEAM EXPERTS HAVE BEEN WORKING IN THE HEALTH AND SOCIAL SECTOR FOR MORE THAN TEN YEARS.



## MONITORING USAGE QUALITY

DASHBOARDS AND INDICATORS TO MONITOR MODULE USAGE RATES ARE BUILT INTO OUR SOFTWARE SOLUTIONS.



## ADAPTABLE TOOLS

TO REFLECT REALITY IN THE FIELD, OPERATING RULES CAN BE ESTABLISHED TO ACCOMMODATE OPERATING OR GEOGRAPHICAL SECTORS AND/OR TYPE OF INSTITUTION (CARE HOMES, DISABILITIES, ETC.).



## EASIER DATA MANAGEMENT

FOR GROUPS WITH MULTIPLE SITES, DATA FROM DIFFERENT INSTITUTIONS IS STORED IN A SINGLE POINT.



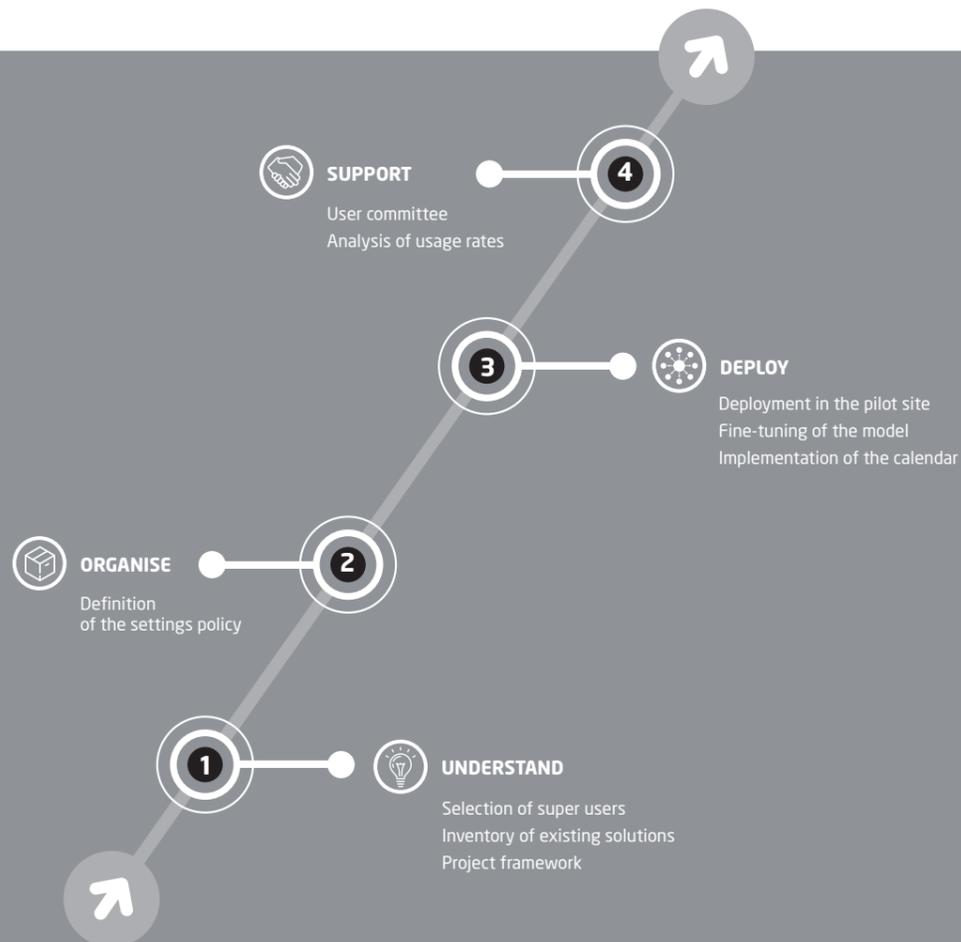
## PROJECT MANAGEMENT

Deploying software across multiple sites is a **complex project** requiring **specific skills** and **resources**.

Determining application settings, designing interfaces, planning interventions or tracking deployments, transferring skills to your teams... all these different tasks must be adequately coordinated and mastered to ensure the project is successful.

To guarantee success in deploying our solutions, **Teranga Software** appoints a project manager to be your key contact throughout the various phases of deployment. Our experts work with you to schedule all actions required to reach the project's targets in terms of quality, costs and deadlines.

Each action results in a report and suitable deliverables. Additionally, we implement a **"Quality Assurance Plan"** to log all decisions taken and serve as a guide throughout your project's life cycle.



## METHODOLOGY

OUR METHOD IS ARTICULATED IN 4 STEPS:

- UNDERSTAND
- ORGANISE
- DEPLOY
- SUPPORT



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## UNDERSTAND

### SELECTION OF SUPER USERS AND ASSIGNMENT OF TASKS

Each step of the way, you will need to select super users within your organisation: they will serve as key contact persons for our project manager.

Depending on your availability, targets and needs, we will adjust our methods and choose whether or not to follow through certain actions.

The **Teranga Software** project manager may be assisted by a product manager, technical manager and key correspondent for user support (hotline).

### INVENTORY OF EXISTING SOFTWARE

Taking stock of applications currently in use can help us to understand your users' existing software environment, and also to identify any data or interface reuse needing to be delivered.

### INVENTORY OF EXISTING SOLUTIONS

Building on existing assets (resources, computers, tablets, Wi-Fi, printers) and ensuring comfortable day-to-day working conditions are some of our key prerequisites.

### QUALITY CHALLENGES

Take the specific needs of staff into account based on existing software solutions, ongoing or terminated maintenance contracts, relationships with pharmacies, past, ongoing or upcoming internal and external evaluations.

### CHALLENGES IN PROFESSIONAL MANAGEMENT

Define your reporting needs and indicators expected.

### PROJECT FRAMEWORK

We work with you to determine the frequency of oversight and steering committee meetings, and identify the participants needing to attend. Involvement of all stakeholders - functional, technical and management - is highly recommended.



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## ORGANISE

**Once the needs and resources allocated have been defined, we suggest a training outline for your project team.**

**The goal is to provide your project team with training on how to use the software's basic features and manage settings.**

### DEFINITION OF THE SETTINGS POLICY

The settings policy serves to adapt application operation based on a group and subgroup management policy.

Core operating rules can be established, while allowing a degree of flexibility for so-called "local" specificities.



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## DEPLOY

**When deployment kit preparation is completed, a pilot site is deployed to validate the model. The pilot and feedback phase usually lasts about 3 weeks before the user acceptance sign-off authorising full deployment. The model can be fine-tuned if necessary to ensure proper deployment across all of your sites.**

### CALENDAR

Deployment follows a schedule agreed with your teams; support is then provided by our hotline team. Discussions between the **Teranga Software** project manager, training manager and support manager allow implementation of corrective actions as required.

### BUILT-IN TOOLS

Our solutions include dashboards and indicators designed to monitor usage rates for the main modules, allowing you to pilot and administer your deployment based on objective facts, and apply any appropriate corrective actions.

# SPÉCIFICS OF GROUP MANAGEMENT

SINCE 2007  
**TERANGA SOFTWARE HAS FOCUSED MORE CLOSELY ON THE ISSUES FACING MULTI-SITE ORGANISATIONS.**

Our software has been designed around a unified database system allowing easier centralisation of settings and offering advanced administration features.

Our project teams have developed significant expertise in the field of complex deployments.

Our feedback methods and approaches allow us to offer a turnkey deployment model adapted to your change management circumstances, needs and goals.



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## SUPPORT

**REGULAR PROJECT MONITORING IS BASED ON THE FOLLOWING ACTIONS:**

- Establish a "user committee"
- Assess finalised deployments
- Analyse usage rates for the main modules
- Corrective actions as required
- Examine requests for feature changes in the steering committee