Project Methodology

Standard Policies and Procedures

February 2024

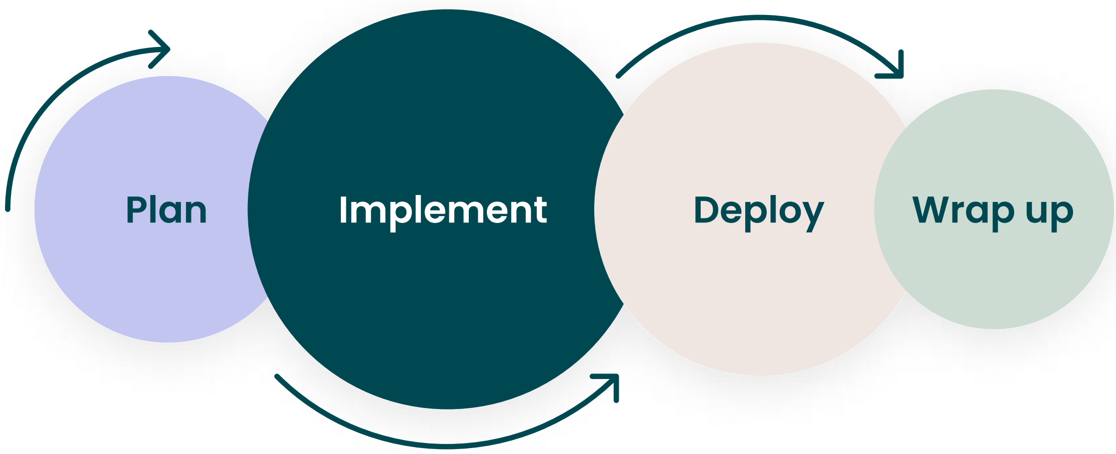
Quinyx Standard Project Methodology

This document describes the Quinyx project methodology from the perspective of a standard implementation project. At the time of a project start a detailed plan is created by Quinyx, together with the customer.

Overview Quinyx project methodology

A Quinyx project is divided into four different phases - Plan, Implement, Deploy and Wrap Up. Each phase consists of a number of milestones for the project. These set of milestones are similar across all our projects but with slight differences depending on the defined project scope. As experts on the Quinyx solution, the assigned Quinyx project team takes lead at the beginning of the project, and as the project progresses the responsibility shifts more and more toward the customer.

Quinyx Project Methodology



Planning

Signature
Quinyx agreement signed, with a Statement of Work outlining the scope of the project.

Welcome email
Introduction to what the customer needs to prepare when going into the project; who should be involved in the project, which individuals who will act as Superusers, how the organisation wants to work etc.

Preparation
The customer thinks about the above and prepares by knowing the business and what they want from Quinyx.

First contact
Initial call, where one of our consultants starts understanding the customer's needs better, and the planning of the project starts. We will also make sure to schedule a date for the kick-off of the project.

Project plan
The customer and the consultant make a detailed plan for the project, following the Quinyx project methodology, with the customer needs and wants in focus. Each step is planned and a time plan is set.

Kick-off meeting
A meeting with the project teams from both customer side and Quinyx, as well as any other relevant stakeholders.

Data gathering
To be able to set-up Quinyx the customer needs to gather information about the organisation. This includes organisation structure, scheduling processes, rules, payroll etc. The information is gathered in a spreadsheet that is filled in and sent to the consultant.

Implementation

Solution
Based on the information gathered a core setup is decided. The consultant and the customer go through a possible set up and make decisions where there are different options. The configuration is started by the consultant

Configuration
When the core configuration is done the customer takes over and finalises. This is a good opportunity for the customer to practise working in the system and getting to know the system and the setup. The consultant will support during the work. The customer and the consultant go through everything that's been done.

Train-the-trainer
Quinyx consultant trains a handful members of the customer to ensure they know the administrative part of maintaining Quinyx as well as the Scheduling part.

Test and approval
Tests are made to verify that the set up is correct. Test normally includes scheduling, registering time, approving worked time, salary output, exporting salary to payroll system, validation of algorithm outputs, etc.

Customer training
Internal training of the people in the organisation. The people responsible for scheduling and/or task management are trained and works in the system in preparation for going live.

First hand-over to support
So that the customer gets the help that is needed during the starting period in Quinyx the support is available for the customer. The Superusers can contact the support with any any general questions. The consultant will still be the main point of contact.

Deployment

"Go live"
Go live means when the organisation starts using Quinyx. This in many cases is reflected in a Pilot as a first step, followed by a full deployment of all sites. The employees can login and use the Quinyx application, see their schedule, and communicate with their managers and colleagues.

Hypercare
While the system is being used during the initial period, Quinyx stays standby to support in case of any questions or support on further small adjustments in the system. The customer will work together with the consultant in doing the changes, if needed.

First salary
The first salary run takes place, if applicable to scope. Ideally the customer should have their old system running in parallel to enable a cross check of the results between the old system output and Quinyx.

Wrap Up

Handover to Quinyx Support & Customer Success
When the project is coming to an end the customer account is handed over to our Support and Customer Success departments. The consultant informs Support on the customer's setup and usage in Quinyx. The customer's Superuser can contact Support if there are any questions on the system and system usage moving forward.

Project closure
The customer and the consultant wrap up the project, going through any remaining questions, discussing any further steps that are needed outside of the projects.

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