# TOO GETHR
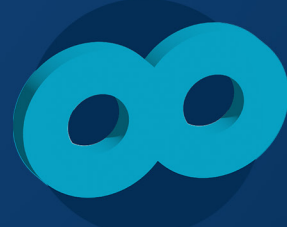
# IMPLEMENTATION PLAN



## SIMPLIFY PARKING

V1 - augustus 2022

## INTRODUCTION

The Toogethr Implementation plan has been set up to ensure a smooth as possible implementation of the Toogethr Parking Software for your parking locations. It gives you insights in the steps and actions we need to undertake to get the desired outcome.

## TIMELINE WITH STEPS

**Step 1** – Kick-off meeting & site visit

**Step 2** – Hardware preparations

**Step 3** – Software set-up & defining the roles

**Step 4** – Online training

**Step 5** – Go-live & handover

**Step 6** – Done, next steps...

## STEP 1 – KICK-OFF MEETING & SITE VISIT

**What**
As a first step, our implementation team wants to get to know your organization and understand the problems your organization has. What are your needs? Specific requirements we need to consider? Those questions will be discussed during the kick-off meeting. After the kick-off meeting, we prefer to visit the location.

**Who**
Kick-off meeting will be held with the required delegates of your organization, together with our sales manager and implementation team.

**Necessary input**
The more info we receive upfront, the better. But following information and documentation would already help a lot:

- ☐ Drawings and photographs of the entries and exits of your location
- ☐ Overview of current hardware plan (electricity and network)
- ☐ List of hardware agreed upon by your organization with the Toogethr
- ☐ sales manager
- ☐ List of expectations and key success items
- ☐ List of to be expected user groups

**Expected output**
Toogethr will draft a concept implementation plan and timelines as an out-come. We aim to keep the final solution as simple as possible.

## STEP 2 – HARDWARE PREPARATIONS & INSTALLATION

**What**
Second step is to order and schedule the hardware deliveries, in cooperation with our hardware installation partners. Orders shall be placed when the final offer has been approved and the hardware scope is agreed.
Examples of the hardware that will be installed are ANPR camera's, QR-readers, barriers, columns, etcetera. Together with the client we will align further instal-lation timelines and processes, towards the actual installation and afterwards.

**Who**
Toogethr will conclude the appropriate hardware setup with the client and their hardware partners

**Necessary input**
Availability after installation to run tests and approve the setup with a representative from Toogethr or their installation partner. Please let us know upfront when there are any special requests.

**Expected output**
Good looking and working hardware. Hardware will be tested with our site acceptance test form, and will be signed by both Client and Toogethr
(or Toogethrs hardware installation partner) after completing all required tests.

## STEP 3 – SOFTWARE SET-UP & DEFINING THE ROLES

**What**
For the 3rd step we are going to set up the Toogethr Parking software.
Here you can explain your wishes of how you want to use your parkingspots so that we can help you create the policy you want.

If you have chosen for one of our portals (prebooking/credit/consumer) we will also go over the structure and ideas you have about the usability of the portal.

**Who**
Together with the implementation consultant you will design the architecture of the system. Determine what people are allowed to change and who are able to use the parkingspaces at what moment.

**Necessary input**
Toogethr Parking

☐ List of operators
☐ List of user groups
☐ List of parkers
☐ Portals
☐ Logo
☐ Domain
☐ Homepage picture

**Expected output**
A well defined plan and architecture of how the system should look like so that the Implementation Consultant can start building Software and Portal.

## STEP 4 – TRAINING

**What**

As a fourth step, we have the onboarding of you as a client. We do this through a training where we show you all the functionalities of the Parking Management System. During this training, all questions and remarks will be answered so that you are confident to start using the Toogethr Parking Software! .

**Who**

The Toogethr Implementation Consultant will provide the training and will also share the online manual and support contact. Please invite your colleagues who will work with the Toogethr Parking software after go-live.

**Necessary input**

Everyone's undivided attention.

**Expected output**

After the training, you are able to manage your parking spots via Toogethr Parking. Including all parkers, subscriptions, communities and locations.

Click here for the FAQ & video's.

## STEP 5 – GO-LIVE & HANDOVER

**What**

One day, prior to the go-live date, we will discuss the entire implementation process to make sure everyone feels confident and happy with Toogethr Parking. The Toogethr Implementation Team is still available for questions during the go-live and during the week after the implementation.  The system is now fully operational for use by tenants, employees or other stakeholders.
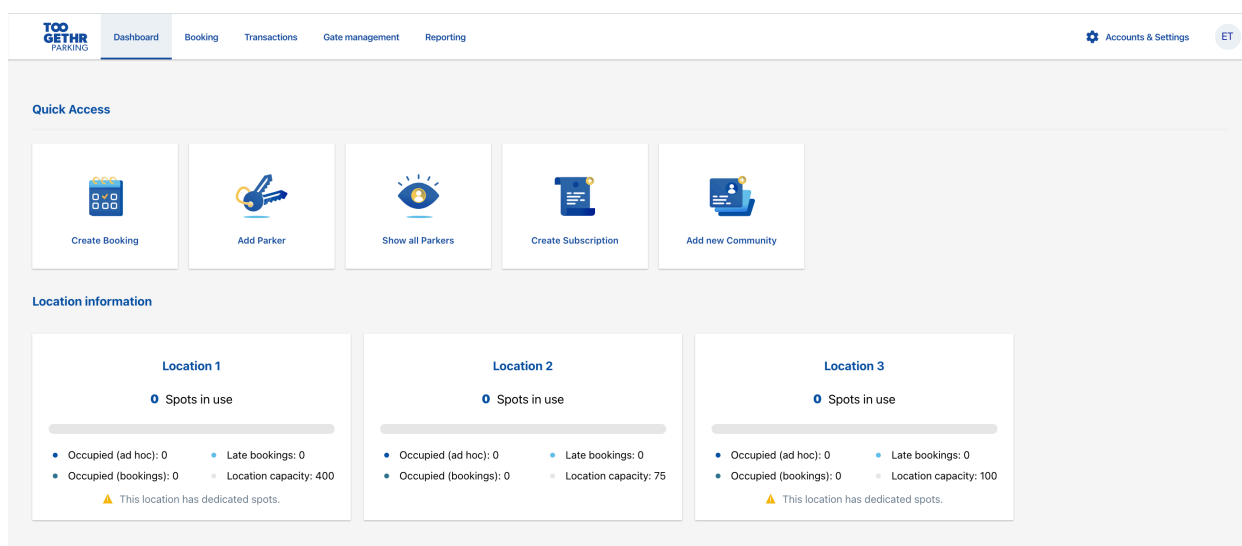
## STEP 6 – DONE, AND THEN?

**What**

During the week after the implementation, the Implementation Team will hand over the completed implementation to the designated Account Manager. The Account Manager will schedule an evaluation meeting with you and the Implementation meeting. We'll keep you updated by sending you periodic updates in our Release Notes. Click here if you want to sign up!

Our standard support is available during offices hours. We proactively monitor your location and the hardware.

**Who**

Support requests can be addressed to the Customer Support team, by using the dedicated support form, email or phone.

Expected output

Happy customer, useful feedback to stimulate continuous improvement and the customer knowing who to contact when for an excellent support experience when needed.
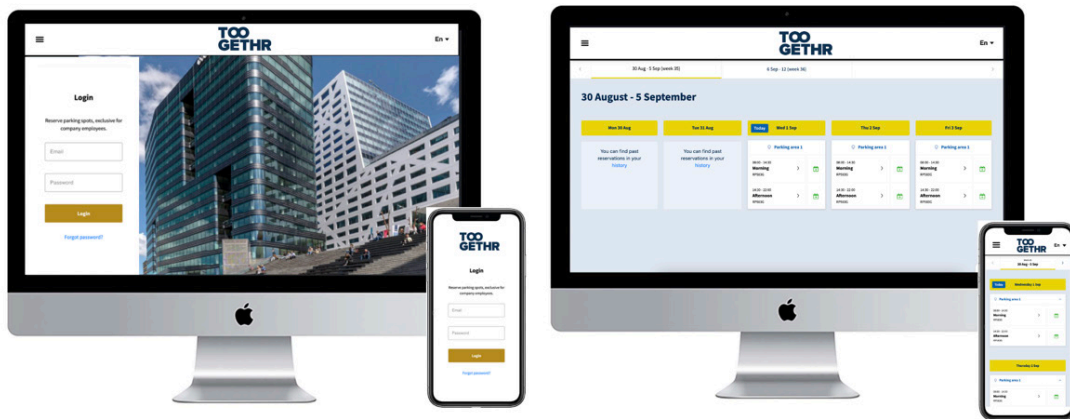
# TOO GETHR

**STADSPLATEAU 11
3521 AZ UTRECHT**

**PARKINGSUPPORT@
TOOGETHR.COM**

FAQ

**CLICK HERE**

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