

Understanding the Potential	Charting the Course	WFM Solution Implementation	Experiencing Initial Value	Optimal Results Achieved
<b>Business Assessment</b>  Benchmarking Gap Analysis Define Metrics for Success Business Case Preparation	<b>Vendor Selection</b>  Requirements Gathering Scope Definition Vendor Selection Organizational Readiness	<b>Implementation</b> <i>assess • install • configure</i> <i>integrate • test • operate</i>  Strategic Planning Project Management Product Installation System Configuration & Integration Testing & Development	<b>Change Management</b>  Change Management Training Roll Out	<b>Optimization &amp; Support</b>  Post Installation Review ROI Study Ongoing Optimization & Support

*Workforce Insight Service Continuum*