



TOA Technologies Solutions for Professional Services

Successful Implementation for Successful Solutions

When you implement your new Mobile Workforce Management solution you have two goals:

1. Make the implementation project successful
2. Make the solution successful for the business

The trouble with most traditional on-premises software implementations is that client and vendor goals are only aligned until you sign-off UAT (User Acceptance Test). After that, the vendor exits and it is up to the client to ensure that the system meets the business's ongoing needs.

At TOA we look at the process differently. Ensuring that our solutions continue to meet your changing business needs is our objective. And making you successful is our most important job.

Partnering for the Long Term

Of course we want your initial implementation to be successful, and our skilled professional project staff will ensure that. With over 50 successful implementations worldwide for some of the largest and most demanding customers on the planet, our experienced project teams know how to keep your project on-time and on-budget. But our commitment to your success doesn't end there. Call it "going the extra mile" or just great customer support, but it's part of our company DNA to help our customers get the very best from all of our products.

A Proven Methodology

The key to getting consistently good results is following a proven methodology. Our TOA Implementation Methodology ensures that project milestones and deliverables are clearly defined and uniformly met on time and within budget. The same "no surprises" thinking that's built into TOA's software influences our project approach as well. Each project stage, from Project Planning, to Requirement Gathering, Configuration and Development, Testing and Rollout is performed by our experienced staff under the guidance of our tested and field-hardened methodology. Our professionals will work side-by-side with your Subject Matter Experts to help develop and enhance your current business rules and processes to take full advantage of the capabilities of TOA's software.

Helping You Succeed

While other organizations may define a successful project as one where the buyer signs off after testing their software, TOA's Professional Services division has a much broader definition. We believe that our long-term success is dependent on our customer's business success - not just implementing our software, but using it. That's why our implementation teams include specialists in disciplines like Training & Development and Organizational Change Management. Once you decide to upgrade to TOA's software, we want you to squeeze every last bit of value out of it, and we'll be there to help you do just that.

Lifetime Support

Our support for your business doesn't stop there either, once you are up and running, our Customer Care organization and award-winning 24x7 TOA Support will be ready to help whenever the need should arise. Plus, our SaaS solution ensures you always have the most up-to-date version of ETAdirect, with all of the latest enhancements, SAS-70 certification, and the highest levels of reliability and performance.

Our system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Contact us today to schedule a demo and see how we can help your company.

About TOA Technologies

TOA Technologies is the leading provider of Cloud-based mobile workforce management applications for large enterprises. Its patented platform improves customer service while dramatically reducing operational costs and providing immediate return on investment. As the industry's only solution using predictive, time-based analytics, TOA reduces customer wait times while increasing field workforce efficiency. TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status. It delivers unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. TOA's system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Named a Visionary for three years running in Gartner's annual Magic Quadrant for Field Service Management, TOA Technologies is headquartered in the United States and has offices across Europe. For additional information please visit www.toatech.com.

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