

RMS Implementation

RMSV8 operates in a windows environment and is a very logical, user friendly program. However like most software, it is essential to start off right and to be trained as a proficient user to maximize the many benefits. Regardless of your level of computer competence, some level of training will be required.

The style and amount of training will depend on several factors including; the complexity of the business, the number of people to be trained and their skill sets.

All installations begin by using the following method of remote installation.

Following the purchase of RMS a setup pack will be mailed to your property and at the same time one of our experienced trainers will be allocated to you. Shortly after this you will be contacted by your allocated trainer who, in consultation with you, will map out a strategy for implementation.

The critical first stage of the implementation process involves a conversation with your trainer to discuss and plan several aspects of how you operate your business now and what you hope to gain by using RMS. It is on the basis of this conversation that your trainer will help you configure the system.

Following the planning stage , the setup of your system will begin with your trainer calling you and remotely connecting into your computer to configure the system with you and begin the training process. During a typical session you might learn how to load your rooms or enter your account codes or configure your rates. At the end of the session you will then enter the data, based on the knowledge you have gained.

This is a very cost effective and stress free way to setup and learn your new system. It can be performed in a time frame that suits you and avoids information overload by trying to take in too much in a short space of time as could potentially be the case should the trainer be onsite.

In certain situations there may be a compelling case to augment the implementation process with on-site training such as larger businesses that have many staff members to be trained. This can be organised with your trainer once the remote implementation has begun.

Implementation costs:

Item	Cost
Remote Sessions – Per Hour	\$95.00
On-site Training – Per Day	\$650.00
In Office Training	\$600.00
Time In Transit – Per Hour (Capped at \$325.00 per day)	\$95.00
Trainers travel costs	Paid by client
Trainers accommodation	Provided by client