



# Software Implementation That's Less Pain... More Gain

“ Streamware made the transition so smooth we **were able to switch over 45 routes in one day.** ” — *Jim Brinton, Evergreen Services*

When you've had it with your current vending software but are afraid that switching to a better solution will wreak havoc with your operation, talk to Streamware. Our implementation team has 20 years and countless successful installations under their belt. We know how to switch customers from their old technology to VendMAX with minimal disruption and maximum results.

## Streamware's Implementation Methodology

Pre-Installation	Training		Implementation			
weeks 1-4	week 5	weeks 6-8	week 9	weeks 10-11	week 12	weeks 13+
<ul style="list-style-type: none"> <li>■ Dedicated Project Manager assigned</li> <li>■ Comprehensive discussions (and typically an on-site visit) to learn about your business</li> <li>■ Develop implementation plan</li> <li>■ Order server</li> <li>■ Conduct data conversion (if required) or begin database set up</li> </ul>	<ul style="list-style-type: none"> <li>■ Training at Streamware on the basics (eg how to set up your data)</li> </ul>	<ul style="list-style-type: none"> <li>■ Data entry and set-up by your staff at your location</li> <li>■ Streamware Project Manager provides direct support (off-site)</li> </ul>	<ul style="list-style-type: none"> <li>■ Streamware on-site</li> <li>■ One route is fully Dexing and item-level tracking</li> <li>■ Warehouse and money room trained</li> </ul>	<ul style="list-style-type: none"> <li>■ Rollout routes 2 and 3 (or more) Item-level</li> <li>■ All Warehouse transactions performed in Handheld</li> <li>■ All routes converted to VendMAX (cash meter and product category)</li> </ul>	<ul style="list-style-type: none"> <li>■ Streamware on-site</li> <li>■ Warehouse is "live"</li> <li>■ Management and operational reporting and procedures</li> <li>■ Inventory accountability and troubleshooting</li> <li>■ Merchandising</li> <li>■ Future assessments</li> </ul>	<ul style="list-style-type: none"> <li>■ Add one route per week until all routes are tracking item-level</li> <li>■ All DEXable machines are DEX'd</li> <li>■ Incorporate DEX as you upgrade machines</li> <li>■ Incorporate forecasting &amp; other advanced technologies</li> </ul>
end result						
<ul style="list-style-type: none"> <li>■ We fully understand your business</li> </ul>	<ul style="list-style-type: none"> <li>■ Your key employees have broad understanding of VendMAX</li> <li>■ Master files set-up</li> </ul>		<ul style="list-style-type: none"> <li>■ Cash and product accountability on first route</li> </ul>	<ul style="list-style-type: none"> <li>■ Fully equipped to implement VendMAX at item-level</li> <li>■ Increased profitability</li> </ul>		

*Sample Implementation Schedule*

Streamware follows a proven implementation methodology, applying best practices learned from a parent company with decades of business process management expertise. The result is a precision rollout more streamlined and straightforward than any other vending software provider's.



# Your Concerns . . . Our Solutions

## Why Switch? Here's Why.

The Streamware staff supported our efforts with back of the house expertise and hands on assistance that made the difference. We were up and running with handhelds from day 1 and without the need for parallel processing.

— Steve Errico, Five Star Food Service

Our conversion to VendMAX—including implementing DEX—was a pretty seamless process and we started seeing efficiency improvements almost immediately. Our staff adapted to the new system easily and we haven't lost a single driver.

After six months with VendMAX, we are using handhelds, DEXing all six routes, and the money room is connected. We are reorganizing routes, using planograms, and seeing noticeable improvements in cash accountability. Finally seeing, and being able to use, item-level machine sales is astounding.

— John Nottingham, Palace Vending

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You've got a lot of concerns about switching software providers. We've got a lot of answers...and plenty of experience helping operators integrate VendMAX into their operation.

## Impact on Daily Activity

We work hard to make the switch to VendMAX as smooth as possible for you and your employees.

- Streamware Project manager – We assign a dedicated Project Manager to coordinate all implementation activities and communicate regularly with your Lead VendMAX resource (see below.)
- Lead VendMAX Resource – You'll assign one employee as the full-time Lead VendMAX resource. He or she will be Streamware's key liaison; your other employees can go about their business with minimal disruption.
- "Apples-to-Apples" Transition – To expedite the conversion from your old software, we don't introduce new capabilities right away. If you're currently using route cards, we'll switch you to VendMAX using route cards. If you're using handhelds at the product category level and cash meter, we'll mimic that model first then quickly bring you up to DEXing and item-level tracking.

## Pace of DEX Implementation

Streamware customers have enjoyed enormous benefits from DEX with regards to cash accountability and instant inventorying. We know you're anxious to begin Dexing with VendMAX ASAP. You may also be concerned about the impact a full DEX rollout will have on your operation.

Streamware recommends rolling out DEX first to those machines already in place today. As your resources allow, you can expand your DEX rollout over time.

Whether you've got 5 or 250 routes, you'll be up and running on VendMAX right from the start. Within a short time you'll be reaping the rewards of item-level tracking—complete cash & product accountability, merchandising, route efficiencies. And while integrating new technologies into your business is never disruption-free, Streamware has the experience and resources to limit the pain and increase the gain.

**Contact your Streamware Sales Representative for a detailed overview of our installation process or call 800-478-7326.**