TWR Package

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Tailored Workflows &
Reports Packages

■ Beyond Frontline Apps?

To introduce the concept of TWR Packages, this document largely confines itself to your suite of apps @ Frontline Apps. However, one of the first things we ask you, when defining your scope for a TWR Package, is whether you'd like to include systems beyond Frontline Apps. Then, for example, if a user tells one of our apps something that other systems would like to know we can pass that information on. It's all about that aim many organisations have to get their various systems to work together better as One System.

■ An Introduction to TWR Packages

A TWR Package is useful only to the organisation that has taken on a number of apps, and is now starting to think: what are the economies of scale in this? In other words, if you have only one app on your Frontline Apps, no need to read any further.

A TWR Package is not a function-specific app. It doesn't carry out a specific role for you such as rostering, client funds management, OHS or WorkCover.

Rather, it is a road map, sitting separate and to one side of your apps, like an air traffic control tower, coordinating and serving your apps to, for example:

•Support users via an Integrated User Support System (IUSS)

•Maximise data sharing (for example, if a user just asked for access to a given app, should they get asked: "you have asked for App X ... would you also like Apps Y and Z");

•Minimise duplication (for example, are you asking the same question in two different apps?);

•Comandeer fields that you might have otherwise have located in your apps (for example, you might prefer

someone central in your organisation to maintain houses addresses, and not allow these to be edited by users - don't worry, users won't complain, the less fields they have to fill out, the better); and

•Create Muti-App Reports, sourcing data arising from your suite of apps as a whole - this is so much more powerful than each App Manager creating app-specific reports "within the app".

It's all about getting your apps working together, rather than them all doing their own thing, like silos (no doubt, when we mention the word "silos" here, with respect to apps, you have organisational analogies springing to your mind).

Critically, in almost always all cases, a TWR Package must be designed by an organisation for an organisation, because no two organisations are ever the same, is our experience. Not even close.

A reasonably comprehensive TWR Package might be equivalent to one or two apps in scale, and is usually more powerful and valuable than any given app, in its own right.

■ How to get started

Usually, the best place to start is a single whiteboard session, convened by us as a half day consultation, to create a basic flow chart for your TWR Package.

Such a session might start with a single box drawn at the top of the whiteboard, that might read something

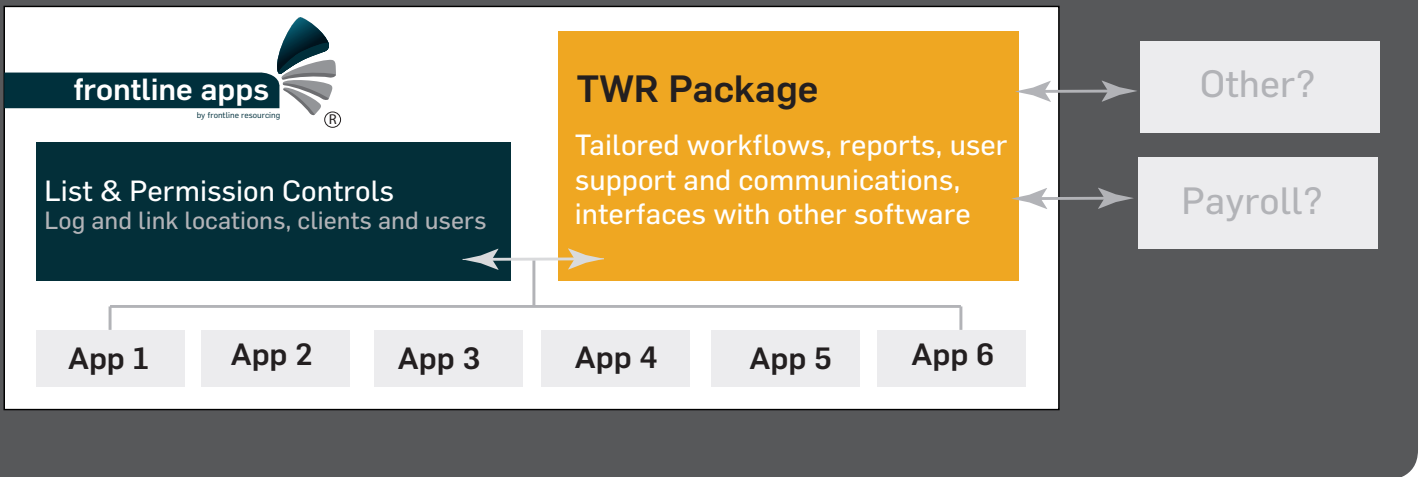like "House Closes", or "Staff Member Applies for Higher Duties".

And then, we start to draw arrows, and it quickly becomes very clear, as to how you will want your TWR Package to work.

■ Our TWR Package Tool Box

We have many Proof of Concept Single App Tools in place that could be promoted into a TWR Package. The remainder of this document lists the most popular examples.

frontline apps
by frontline resourcing
®

TWR Package
Tailored workflows, reports, user support and communications, interfaces with other software

List & Permission Controls
Log and link locations, clients and users

Other?

Payroll?

| App 1 | App 2 | App 3 | App 4 | App 5 | App 6 |

■ Workflows and Actions Tools

Workflows and Actions Tools usually take the form of handy pop-ups as a user begins to open Frontline Apps, but also may impose themselves on a user by email who had no intention of visiting Frontline Apps. This sort of approach takes the administrative burden of chasing staff members away from managers. Also, it gives staff members a sporting chance of compliance before they need to be chased. Simple examples of Workflows and Actions Tools are:

- Notifications Tools (where a user might get notified that "... an assessment is awaiting your attention; would you like to be pushed directly into that now?"
- Messaging Tools (where you can log a message for users, and know that they will see that message - compare this to emails sent via line managers that may or may not filter down to users).

Both of these examples can be found mapped into the following link:

Click Here

■ Corporate Reporting Tools

Flexible Corporate Reporting Tools (CRTs) draw data from multiple sources, including RosterCoster, other apps at Frontline Apps, and even tools not supplied by us. Our CRTs can even feed data into your own CRTs, if you have any (this is achieved by "Views" we can set up and maintain for you, and a suite of Views may be equivalent in scope to half an app or more, depending on your needs. CRTs, like all other tools, recognise the fact that:

1. Where an App Manager tends to imagine an App accessed by multiple users (vertical reporting);
2. An Operational Manager tends to imagine a single user accessing multiple Apps (horizontal reporting).

■ A Business Rules Tools

A Business Rules Tool allows you to tick those business rules that apply to you, and then identify ways to force (via software) and encourage (via communication) your business rules.

■ An Integrated User Support System (IUSS)

An IUSS ensures that training exists only when automated supports have been tried first.

Level 1 User Support
User supports starts in the App or Tool Design (in-tool instructions, pop-ups, FAQs and so on, not to mention a design that in and of itself minimises the chances that a user will even require support).

Escalation to Level 2 User Support
If the App or Tool Design is such that a user is forced to seek automated supports (for example, user manuals, help desk support and so on), then this is viewed as a failing in the App or Tool Design. Nevertheless, as a risk management measure, many apps and tools are in fact accompanied by automated supports.

Escalation to Level 3 User Support
If the App or Tool Design and automated supports force a user to seek training, then this is viewed as a failing in those lower level supports. Nevertheless, as a risk management measure, some apps and tools are in fact accompanied by training programs.

■ For More Information

For more information regarding TWR Packages or any other applications for your frontline apps please contact:

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Put our services to the test,
contact us for a free consultation today.

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