

Transferring from one vendor's equipment to another can be both complex and time-consuming. However, the Lead State can be assured that with SCRAM Systems' experience and dedication, an equipment transition for each Participating Entity would be thorough, smooth, and with little disruption to the program.

SCRAM Systems has a specially trained team that manages the transition and implementation of new SCRAM Systems programs. The goal of this team is to run a seamless transition that minimizes and eliminates any issues for the Participating Entity and the Product Users. This team has years of experience with programs of varying sizes and multiple products.

Pre-Implementation Planning

Upon intent to award, SCRAM System's will work with the Participating Entity to pre-define program details that will ensure a customized implementation and training experience for Participating Entity personnel. Preparing in advance of the implementation deadline ensures an efficient, easy, and seamless transition of the existing program. Some of the items that will be determined during this phase are:

Pre-Implementation Checklist	Description
☐ Deadline to complete Transition	Determine estimated Go Live date
☐ Estimated Program Size	Determine equipment, supply, personnel, and ensure inventory is ready
☐ The product being transitioned	Determine the training plan based on product/s being used
☐ Estimated officers/agency personnel	Determine User training requirements to fit scheduling needs
☐ Estimated Manager/Supervisor/Administration personnel	Determine advanced training needs for manager/supervisory training
☐ Estimated offices/locations where training is needed	Determine equipment, supply, personnel
☐ User Management	Set up Users/trainees in SCRAM Optix
☐ Product User/Client Data Entry	Set up Product Users/clients in SCRAM Optix
☐ Alert Management/Notifications	Set up alert notification protocols per agency requirements
☐ Reporting	Determine reporting protocols of program. Set up custom dashboards as required.
☐ Support/Service Needs	Determine standard hours of Support
☐ After Hours Support	Determine if/when/who for afterhours/weekend support
☐ Unique Program Needs	Determine if any unique or special services are required

SCRAM Systems will provide multiple training opportunities in order to meet both the scheduling and location needs of all personnel. In addition, our training approach during implementation includes both online and in-person options to help streamline the process. SCRAM Systems will work with each Participating Entity to ensure that all training needs and preferences are accommodated, including shift training as required.

Implementation

Following is a template for our standard Implementation Plan. Our SCRAM Systems Implementation Team will work with the Participating Entity to customize as needed.

Implementation/Transition Plan

Week One: Award Execution & Staff Training Complete Pre- Implementation Checklist	• Finalize and execute the contract. • Define Participating Entity desired notification system configurations and notification procedures/alert protocols. • Coordinate with the existing vendor on the date and time of the change-over to the new system. • Train Participating Entity staff on equipment and software. Each officer will undergo virtual and live training and will also receive a printable training certification prior to the next week of device transitions. • Determine Participating Entity equipment needs and volume to be delivered to each respective field location. The SCRAM Systems team will complete initial data entry or migration of identification and monitoring information for all clients being monitored at the time of the transition. This helps eliminate work for the officers and also ensures an efficient, seamless device transition process for both officers and clients. • Identify Product Users/clients who will be transitioned from the current vendor's devices to SCRAM Systems devices, as well as secure the transition dates and processes with the Participating Entity. The SCRAM Systems Implementation Team will also generate a schedule for officers to use (with time slots for each client in their caseload) indicating when clients should report in for the equipment transition. SCRAM Systems will also assist as needed in contacting clients via telephone to schedule the device transition. • Build out the on-site inventory, including shelving and charging stations set up to properly house and manage inventory at all locations.
Week Two: Equipment Transition	• SCRAM Systems staff will be on-site to transition equipment as needed. • A team of specially trained and experienced SCRAM employees will be available on-site to handle the equipment transitions. • With data entry already completed by the SCRAM team, the device transition process should take under 15 minutes per client, ensuring the clients' day will not be adversely impacted. • We anticipate that the SCRAM Systems team can complete all device transitions with little to no assistance from the officers.
Ongoing: Training and Support	• A team of SCRAM Systems employees will also be present on-site the week following device transition to complete follow ups, conduct inventory clean up, engage in officer questions, provide SCRAM Systems software site management, etc. • Our account management will meet regularly with the Participating Entity to evaluate the progress of the program, answer questions, address concerns, and ensure User satisfaction with SCRAM Systems products and services. • The account management team will be on-site at regular intervals to ensure all needs are being met by the program. Supplemental training sessions can be provided as needed and can be held on-site at any time throughout the life of the contract. • Participating Entity staff can access online training at any time to continue their training and/or find answers to questions.