

Implementation

Investing in the AI application is the beginning of a long-term relationship between you and Animal Intelligence Software, Inc. (AIS). Consultation, training, hardware recommendations, and client support are all parts of the continuing relationship we want to build with you and your staff. We can help your practice run smoother, faster and smarter. We also hope you will provide us with input to improve the Software and Services to meet your needs.

We, at AIS are deeply committed to providing you with a high level of products and services. We are committed to getting to know your practice on a long term relational basis. In order to begin this process, we provide you with a personal Implementation Manager who will guide you through the installation and implementation of AI into your practice. Your Implementation Manager will assist you with your unique needs and adapting AI to your practice.

Implementation Planning

The Implementation Plan typically starts with a meeting to go over your goals and timelines so we work as a team to implement AI smoothly and efficiently at your practice. We will provide you with a project checklist that identifies key things that need to be completed to get AI customized for you.

During this process, there are several tasks that we will need to work together on. As with any integrated and customized software, the installation of Animal Intelligence (AI) is a bit more complex than just loading software. You will need to make sure that your hardware and network are up and functional. We will be entering your initial data such as your inventory, referring veterinarians, referring hospitals, zip codes and customizing your macros (record templates) referencing your current record process. With that, various consultations and conversations need to occur to fully customize your medical records macros for your use. We will also work with you to convert whatever data possible from your existing system into AI. Your Implementation Manager will oversee all these steps and keep track of the “who, what, when, where, and how” of your installation. Your Implementation Manager will work with your staff, your doctors, your vendors and anyone else involved in the installation process to ensure the smoothest transition possible.

Your Implementation Manager has experience in assisting many clinics to use AI effectively in the following areas:

- Inventory Control and Management
- AI support and technical issues
- Billing and Account Management
- Macro (Records) design and development
- Report development to capitalize on practice marketing
- Software deployment
- AI Operations
- Staff training
- Change Management
- Paperless practice management

Your Implementation Manager will be your central and primary point of contact during the entire implementation process. No other software in the industry provides the personalized service and attention that we provide at AIS, Inc. Once the implementation process is complete, you will smoothly transition to an on-going and supportive relationship with our Client Support staff.

Partner Organizations:

We also have partner organizations, such as Panther (TM&C) Training, Mediation & Consulting, Inc. and Extended Systems (now a part of iANYWHERE) who work with us to better meet our clients' needs. Panther (TM&C), Inc., experts in Practice Management, can assist you in areas of practice management both in using AI to more effectively manage your practice as well as addressing issues outside of AI (such as HR issues, marketing, etc.). Extended Systems provide our database management application as well as technical and development support for that application.



Typical Implementation Timeline



The following is a general timeline describing the process of integrating the Software into your practice. Your assigned Implementation Manager will stay in close contact with you during this process to ensure your satisfaction with the AI product, and our training and services.

Stage 1 Implementation Planning (1-2 weeks)

- We will send you the InstallPack portion of AI. This consists of a workbook that helps you gather referring veterinarian, hospital and inventory data for pre-entry by AIS. In some cases, we are able to convert data from existing software applications for input into AI. We will work with you to get that data and get it into AI in the easiest manner possible.
- Your assigned Implementation Manager will call to discuss your objectives and expectations and begin your implementation process. Your Implementation Manager will also go over any issues regarding converting from other software applications.
- If needed, your Implementation Manager will work with you to review any vendor hardware and network proposals, and make recommendations for your individual practice based on our experience with AI on various systems.
- You will complete and return the InstallPack portion of the Software to AIS for data-entry.
- We will begin mapping out your Macro Pack/Medical Record needs and begin customizing your selected Macro (Medical Records) Pack for you.

Stage 2 Hardware/Software Installation and Testing

- If applicable, your network vendor will order, install, and test all hardware and software. This stage may occur concurrently with other Stages.

Stage 3 Macro Pack Customization (3 to 4 weeks)

- Our AIS Macro Specialist will begin working with you or your designated staff member to develop your customized macros. Your AIS Macro Specialist will work on getting your selected Macro Pack medical records templates customized to your inventory, picklists, users, and practice flow. In order to accomplish this, we will need to have your inventory, and samples of all your current medical records and forms.
- Our Macro Specialist will also work to customize your forms, referral letters, and reports for your practice with your inventory and relative to your practice flow.

Stage 4 On-Site Training (2-1/2 days generally)

- After your network is confirmed to be reasonably functional, and your AIS Macro Specialist has developed and customized your selected macro pack, we will schedule your on-site training.
- One of our trainers will visit your facility to train you and your staff on the daily operation of AI as well as training on your selected macros, reports and administrative concepts.
- Most clients allow one week in order to practice using AI before “going live.”

Stage 5 Go Live (1 day to 1 week)

- Your Implementation Manager will follow up with you and your on-site trainer to try and ensure that everyone is comfortable and confident with AI.
- Our Client Services representatives will now become your main contacts and assist you with your needs regarding the software and any needed supplies.



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