MealSuite Implementation Overview

We are dedicated to ensuring a successful implementation experience that aligns with your goals. The following document provides an overview of what to expect as you begin your journey with MealSuite.

Implementation Approaches

You will be assigned an Implementation Specialist who will guide you through the process. At kick-off, you'll receive a customized project plan and timeline designed to help you achieve your objectives. Throughout the implementation, you'll have access to both self-paced, in-app training and personalized one-on-one sessions with your Implementation Specialist, offering the flexibility to learn at your own pace. Here's what you can expect from your implementation project:

- ✓ Recipes & Menus, including nutritional and cost breakdowns
- ✓ Management of Diet Orders & Interventions
- ✓ Resident and/or Patient Management with a full suite of operational reports
- ✓ Production and Forecasting
- ✓ Quantified grocery lists and/or Purchase Orders
- ✓ **Average Implementation Timeline – 10 Weeks**

Our Promise

At MealSuite, we've learned through experience that certain key elements are essential to the success of every implementation. These steps are straightforward but crucial to achieving positive outcomes. We are fully committed to your success, and in return, we ask for your support with the following. By proceeding, you acknowledge and agree to the following terms:

- ☐ Allocate the necessary resources to implement MealSuite applications and support organizational change.
- ☐ Partner with us as a trusted collaborator, working together to enhance operational outcomes for your organization.
- ☐ Provide insights and expertise on your future operational goals to guide the project.
- ☐ Attend all meetings promptly and complete assigned tasks and action items within the agreed timelines.
- ☐ Approach the project with openness to adopting new processes, while working together to achieve the shared goals of success within the defined time and scope.

Project Overview

Milestone	What to Expect
Initiation	• Before we begin, you'll receive a questionnaire to help us better understand your operations and needs, allowing us to tailor a customized experience that aligns with your goals.
Kick-Off	• Kick things off with a collaborative call to validate your objectives, review your training plan, and outline the next steps. • During this call, you'll meet your Implementation Specialist, who will support you through implementation, and your Customer Success Manager, who will guide you throughout your long-term journey. • We'll introduce you to the application, get you started with in-app training, and provide guidance on your next steps. • With the Jump Start Package, you'll be able to generate reports from day one.
Execution	• During this phase, you'll continue generating reports to support your ongoing operations. • You will progress through in-app training and customize the system to maximize its benefits and align with your specific goals. • You'll collaborate with your Implementation Specialist for personalized 1:1 training, expert guidance, and consultation to ensure project success.
Go-Live	• As the project progresses, different areas of the system will go live in accordance with your prioritized objectives.
Monitor and Close	• We will monitor your progress and be available to answer any questions that arise during this phase. • Once your success criteria are met, the project will officially close. • Our support team will remain available for any day-to-day questions or issues you encounter.

Continued Success	• With your success package, our commitment doesn't end when the project closes. As your operational goals evolve, staff turnover occurs, or you're ready to implement new features, we'll be here to assist with additional services at your convenience.

Example Project Timelines

While each team is provided a custom project plan that delivers a unique experience, the below represents common project objectives and the typical timeline.

Customer A	Customer B
Your Goals:	
✓ Utilize Menu Templates and Recipes as is. ✓ Customize people profiles using existing diet orders. ✓ Utilize forecasting and production reports. ✓ Get started with your implementation ASAP.	✓ Utilize Menu Templates and Recipes with some customization. ✓ Customize people profiles and diet orders. ✓ Utilize forecasting and production reports. ✓ Control menu budget and create shopping lists
Estimated Timelines	
✓ Launch at Week 8, or sooner depending on your team members ability to complete self-guided training. Click Here to view an example Project Plan	✓ Launch at Week 10 Click Here to view an example Project Plan

✓ Estimated Timeline could be extended if you are implementing a Custom Connect Interface, depending on the EMR.

Roles and Responsibilities

To achieve your goals and stay on track with your timelines, it's essential to involve the right team members during the implementation process. Below are the key roles typically involved in a successful rollout:

MealSuite Team:

- **Implementation Specialist:** Your Implementation Specialist will guide you through the entire project and training process. They will serve as your primary point of contact from start to finish.

- **Customer Success Manager:** Your Customer Success Manager will monitor your progress and satisfaction, helping you maximize the value of the MealSuite applications.

- **Support:** The Support team is available to assist with any day-to-day questions or issues that arise after your implementation.

Customer Team:

- **Project Manager/Lead:** Your Project Lead should be well-versed in the needs of your dietary department and organizational goals. They will ensure your team has the resources and capacity to complete tasks and will work closely with MealSuite to track project success.

- **Operational Experts:** Team members with deep knowledge of your dietary operations will be essential in aligning the implementation with your internal workflows and ensuring successful outcomes.

- **Front-Line Staff:** These are the individuals who will be using MealSuite daily. Their involvement will be key to ensuring a smooth transition and efficient use of the system.

We look forward to delivering an exceptional experience that supports your operational goals.