

Corporate 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.

Summary

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 corporate implementation:

- ✓ Enterprise level control with Recipe, Menu & Purchasing data that seamlessly flows down to your communities.
- ✓ Individualized community roll-out and training plans that align with your unique goals.
- ✓ Guidance and best practices from your Implementation Specialist.
- ✓ Your communities will enjoy easy management of their Residents and/or Patients with a full suite of operational reports, including Production and Purchasing.
- ✓ **Average Implementation Timeline – 10 Weeks for Corporate + 10 Weeks for Facility + 9 Weeks for Touch**

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

While each project represents unique goals and milestones to achieve success, you can expect to follow the below project phases and milestones.

Corporate Implementation Phases	
<p>As a corporate client your project will consist of two primary phases.</p> <ol style="list-style-type: none">Enterprise Readiness: Together, we will configure and customize your corporate environment to align with your organizational objectives.Facility Roll-Out: In this phase, your facilities will implement the MealSuite Core system. Depending on your requirements, the roll-out may be completed in additional phases or waves. <p>Throughout each phase of your project, you can expect the following milestones.</p>	
Enterprise Readiness	
Milestone	What to Expect
Initiation	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.
Enterprise Readiness	<ul style="list-style-type: none">We will work together to ensure your corporate structure is fully prepared for facility-level implementation.We will collaborate to host a kick-off webinar for your facilities, generating excitement and preparing site operators for the next steps.



Facility Roll-Out	
Milestone	What to Expect
Kick-Off	<ul style="list-style-type: none"> • Facility-level users will receive their welcome email along with system access. • Site operators will begin their in-app training. • Ongoing corporate calls will keep you informed on the progress of the facility roll-out.
Execution	<ul style="list-style-type: none"> • Facility operators will continue their training, working towards their specific objectives. • Each facility will participate in 1:1 sessions with their Implementation Specialist to ensure tailored support and success. • Throughout the project, facilities will achieve go-lives that align with your organizational goals.
Monitor and Close	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • With your success package, the MealSuite commitment extends beyond project completion. As your operational goals evolve, staff turnover occurs, or new features are implemented, we are here to provide additional project services as needed.



Example Project Timelines

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

Core System Implementation

Corporate A	Corporate B	Corporate C
Your Corporate Goals:		
<ul style="list-style-type: none"> ✓ Utilize Menu Templates as is, or with minimal edits. ✓ Menu PPD or daily budget is not controlled at the corporate level. ✓ No corporate control over diets and textures. ✓ Little to no corporate management of vendor products. 	<ul style="list-style-type: none"> ✓ Utilize Menu Templates with up to 10% customization. ✓ Menu PPD or daily budget is controlled at the corporate level. ✓ No corporate control over diets and textures. ✓ Corporate management of vendor products 	<ul style="list-style-type: none"> ✓ Develop corporately standardized recipes and menus. ✓ Menu PPD or daily budget is controlled at the corporate level. ✓ Corporate control over diets and textures. ✓ Corporate management of vendor products
Estimated Timelines		
<p>Corporate Readiness</p> <ul style="list-style-type: none"> ✓ Validation at week 8 ✓ Kick Off Facility Projects at week 10 <p>Facility Roll-Out</p> <ul style="list-style-type: none"> ✓ Launch at Week 20 (Facilities Week 11) ✓ Teams will customize their menu and diet orders if needed. ✓ They will set their Menu PPD or daily budget. <p>Click Here to view and example Project Plan</p>	<p>Corporate Readiness</p> <ul style="list-style-type: none"> ✓ Validation at week 10 ✓ Kick Off Facility Projects at week 12 <p>Facility Roll-Out</p> <ul style="list-style-type: none"> ✓ Launch at Week 21 (Facilities Week 10) ✓ Teams will customize their menu and diet orders if needed. <p>Click Here to view and example Project Plan</p>	<p>Corporate Readiness</p> <ul style="list-style-type: none"> ✓ Validation at week 14 ✓ Kick Off Facility Projects at week 16 <p>Facility Roll-Out</p> <ul style="list-style-type: none"> ✓ Launch at Week 23 (Facilities Week 8) <p>Click Here to view and example Project Plan</p>

- ✓ Estimated Timeline could be extended if facilities are implementing a Custom Connect Interface, depending on the EMR.
- ✓ For rollouts of more than 5 sites, group training will be required. Roll-out waves will be determined based on the total number of sites.



Touch System Implementation

Corporate A	Corporate B
Your Corporate Goals:	
<ul style="list-style-type: none"> ✓ Corporate ownership and standardization of Touch Configurations across all sites. ✓ Corporate team will complete configuration questionnaire for all Touch Products purchased and will be the main point of contact for the project Implementation. ✓ Corporate team will provide IT resources to ensure network compatibility and complete hardware installation. ✓ Facility teams will enter the project at the training phase. 	<ul style="list-style-type: none"> ✓ No corporate standardization for Touch products, individual facilities will make their own decisions about configuration needs. ✓ Configuration and setup will vary from one site to the next, and each site will be responsible for submitting their own questionnaires. ✓ Individual facilities will provide IT resources to ensure network compatibility and complete hardware installation. ✓ Facility teams will enter the project at the initiation, with little to no corporate intervention.
Estimated Timelines	
<p>Corporate Readiness</p> <ul style="list-style-type: none"> ✓ Validation at week 5 ✓ Facility training beginning at week 7 <p>Facility Roll-Out</p> <ul style="list-style-type: none"> ✓ Launch at Week 9 (Facilities Week 3) ✓ Facility leadership will train and empower staff to utilize the touch system. ✓ Hardware installation to be completed prior to training. <p>Click Here to view and example Project Plan</p>	<p>Corporate Readiness</p> <ul style="list-style-type: none"> ✓ No Corporate Readiness required; the corporate team will confirm facility contacts. <p>Facility Roll-Out</p> <ul style="list-style-type: none"> ✓ Launch at Week 9 ✓ Facility leadership will train and empower staff to utilize the touch system. ✓ Hardware installation to be completed prior to training. <p>Click Here to view and example Project Plan</p>

- ✓ Timelines may vary depending on how many Touch Solutions are being implemented and the complexity of the individual facilities needs.
- ✓ The estimated timeline could be extended if facilities do not prepare to meet network specifications ahead of the project start or do not have ethernet connections for their hardware locations.
- ✓ Timelines can also be impacted when facilities do not have IT support to install their hardware ahead of launch.
- ✓ Roll-out waves will be determined based on the total number of sites.



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.
- **Technical Team Members:** You may require IT team members and hardware installation teams to facilitate network changes to align with the network requirements and complete hardware installation.
- **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.

