Professional Services Packages

No matter how long you have been using the FastTrack360 platform to run your business, there are always more possibilities to get your team more efficient and effective. Our local in-house Professional Services team are staffing industry specialists, and they are here to help you make this happen.

Ensure you are maximising your time and investment in the platform, and most importantly; your people. In collaboration with our Front and Back Office specialists, we have designed a series of support and training packages to ensure your FastTrack360 platform and its use are aligned to the strategic and operational objectives of your business.

FastTrack360

System Health Check - 1 day

The Application Health Check is a fast, comprehensive review that will help you understand and improve the value you're getting from your FastTrack360 application.

We will analyse your current utilisation of FastTrack360 and provide recommendations on how you can optimise your business processes.

- Shadow users.
- Recommend 'quick wins'.
- Review current system performance.
- High-level configuration review.

Awards / Rates & Rules Management – 3 Days

As your business environment changes and grows, pressure to accurately manage and maintain a myriad of complex awards and pay conditions increases. The ability to identify, define, configure specific award requirements is vital in maintaining profit margins and customer satisfaction.

- A review of whether your Awards are correctly configured in your FastTrack360 system to achieve your desired business outputs.
- Ensure you can update and edit Awards with confidence.
- Ensure your Award conditions are tailored and matched to your Client's specific needs.
- Identify process improvements to increase accuracy and eliminate errors.
- Accurate timesheet interpretation through correct Awards and EBA configuration.
- Minimise rework and unnecessary administration.

FastTrack Administrator Training (FTA) - 2 days

Being an FTA is an important role in the management of your FastTrack360 software. Our FTA training will provide enormous benefits to current or new FTA's.

- An overview of the role and importance of an FTA.
- Reinforce your internal business support responsibilities.
- Review current system maintenance.
- Provide 'FTA' training to cement best practice engagement with your FastTrack360 application.

Business Process Review – 4 days

Periodic reviews of your system are essential to ensure the use and configuration of your system aligns with your changing business needs.

Our Consultants will re-examine your FastTrack360 system usage and configuration to measure the suitability of your existing solution for meeting the requirements of your business, including its ease of use, the functionality that is being used and the degree to which it is being utilised across the organisation.

- Review Front Office Management and recruitment processes to ascertain how FastTrack360 can be utilised to drive efficiencies.
- Review use of FastTrack360 Back Office to determine whether there is additional training, features or functions that could be used to drive efficiencies.
- Review Pay & Bill Scenarios (incl. Adjustments).
- Provide recommendations on your overall system configuration.
- Identify further training requirements.
- The BPR will consist of a detailed analysis of your business and a report on our findings; including proposed future business processes and procedures.

FastTrack360