

Project Approach and Timeline for Implementation

Each new Rave customer is assigned a dedicated Implementation Manager, backed by a full team of customer support personnel, who will be the single point of contact during solution deployment. The Implementation Manager utilizes a proven methodology, product and technical expertise and provides practical and best practices advice to guide the implementation project to success.

Rave’s project methodology is focused on creating a specific, practical, and reproducible agile deployment experience for all customers. During the project Welcome Call (kickoff), the Implementation Manager will provide an overview of the project tasks and timeline and provide a set of next steps and actions.

Our team has extensive experience in transitioning new Rave Alert customers from other vendors. Jurisdictions with populations over 2.5 million have been transitioned easily and effectively.

The Rave Team

Rave is dedicated to successful customer relationships and provides the following team to ensure the best possible experience during and after the implementation.

Dedicated Rave Mobile Safety Staff Resources	
Title/Function	
Implementation Manager	– Rave project manager, single point of contact during onboarding and implementation process
Customer Success Manager	– Provides ongoing executive, customer relationship, best practices, and advocacy over the entire length of contracted services to maximize the City’s ROI
Account Manager	– Responsible for contractual and administrative details across the entire length of contracted services
Community Marketing Manager	– Will assist with public marketing of Alerts & Smart911
Technical Support staff	– After implementation, provide ongoing product technical support and 24x7 hotline response

Before the Welcome Call – Customer Activity

Rave encourages customers to think about several different topics and tasks before the Welcome Call with an Implementation Manager. The table below outlines the items customers may want to consider before the implantation project begins.

Task	Time frame	Responsible
Identify project manager and contact information	Pre-Welcome	Customer
Identify Rave administrator (may be same as above)	Pre-Welcome	Customer

Identify desired default caller ID number	Pre-Welcome	Customer
Identify desired default email "from" name/address	Pre-Welcome	Customer
Identify desired default email "reply-to" address	Pre-Welcome	Customer
Identify desired social media accounts by department/division	Pre-Welcome	Customer
Identify hazardous weather features for automated NWS alerts	Pre-Welcome	Customer
Identify any sub-jurisdictions where Rave will be deployed	Pre-Welcome	Customer
Review potential data sources and initial configuration		
Published residential & commercial numbers	Pre-Welcome	Customer
E911 Data supplier (NENA 2.x format)	Pre-Welcome	Customer
Identify initial categories for public opt-in/subscription	Pre-Welcome	Customer
Existing internal/employee data	Pre-Welcome	Customer
Capture requirements for Role-Based Access Control features for all stakeholders activating the system	Pre-Welcome	Customer
Capture requirements for self-service opt-in	Pre-Welcome	Customer
Review location/mapping/GIS features potential GIS Shape files	Pre-Welcome	Customer
Designate number and names for custom SMS Opt-in keywords	Pre-Welcome	Customer

Before the Welcome Call – Rave Activity

Once a contract is signed, Rave's Services team will build out the Rave environment to prepare for the Welcome call and implementation effort. One or more Rave sites, each referred to as Rave Domain, will be created. Multiple Domains can be linked as desired so authorized users can move seamlessly between them. The build out process takes several days and includes:

Initial Onboarding and Implementation – Project and Product Configuration		
Task	Time frame (days after contract)	Responsible
Build out Alert Domain(s)	Up to 5 days	Rave
Create an administrative system-user (Rave Domain Admin)		Rave
Configure initial settings for alert delivery modalities		Rave
Source and load current landline data (if applicable)		Rave
Configure jurisdictional boundary (if applicable)		Rave
Configure example Alert Template		Rave

Implementation

Below, please find a timetable of tasks generally undertaken during implementation. Most of the timing of these tasks is within the discretion of the Customer; your onboarding and implementation may include additional priorities or conversely, unnecessary steps for your system

Rave Alert includes an easy-to-use but powerful Role Based Access Control (RBAC) functionality. RBAC is fully configurable by authorized system users. After (or during) the implementation period, the City may choose to create any number of multiple roles with various object permissions and user control/viewing features to ensure the system is securely partitioned among agencies, departments, and other activator groups sending notifications.

Specific customizations like automated weather alerts, creating multiple system users, setting up templates, configuring ongoing automatic data updates for employees, incorporating of other data, etc., is dependent upon your requirements, desired complexity in using features, and your availability for discussion/training; onboarding may take anywhere from two to six weeks at a relaxed pace.

Initial Onboarding and Implementation – Project and Product Configuration		
Task	Time frame (after Welcome Call)	Responsible
Introduce Rave Client Manager for the City	0	Rave
Supply customer with format/method for syncing employee data (if desired)	0	Rave
Implement optional integrated authentication / identity management when chosen	2-6 weeks	Rave, Customer IT
Administrator orientation via live webinar	2-6 weeks	
Rave Academy, self-paced training (unlimited)	10 days	Customer
Set up email template with jurisdiction-supplied graphics	2-6 weeks	Rave
Configure social media accounts as per Customer	2-6 weeks	Rave
Configure supplied RSS feeds	2-6 weeks	Rave
Set up CAP listener or sender for desired CAP messaging	2-6 weeks	Rave
Configure public and staff self-service portal options	2-6 weeks	Rave
Set up initially desired category list for public access	2-6 weeks	Rave
Configure custom SMS Opt-in keywords as needed	2-6 weeks	Rave
Set up IPAWS COG digital certificate, when available	2-6 weeks	Rave, Customer
IPAWS specific webinar training as needed	2-6 weeks	Rave
Pre-script any messages requested (including legacy messages)	2-6 weeks	Customer
Discuss 3 rd Party integrations	2-6 weeks	Rave, Customer
Live webinar-based activator / administrator training (unlimited)	Bi-weekly schedule	Rave
Optional on-site or remote specialized training	30 days	Rave, Customer

Ongoing Support

For many customers, their Rave Alert accounts continue to evolve to support additional use cases, enhanced features, and expanding best practice usage of existing features over time. Rave Alert will continue to grow to always enhance your return on investment.

On-going tasks (if desired)		
Task	Time frame	Responsible
Publish new categories for subscribers	Ongoing	Customer
Add / modify new system activators and administrators and role permissions	Ongoing	Customer
Create, edit, or change contact/user data	Ongoing	Customer
View reports of any alerting campaign	Ongoing	Customer

Create new templates, polls, etc.	Ongoing	Customer
Update any social media accounts settings	Ongoing	Customer
Update any RSS feed settings	Ongoing	Customer
Update any NWS alerts	Ongoing	Customer
IT support for customer configurations and integrations such as authentication, ERP/HR system data integrations, and changes to local networks that may impact the system such as the allow list for email delivery	Ongoing	Customer