



Taskforce Masterclass Programme

The Masterclass series is offered to established customers and provides two key benefits:

1. It establishes and grows a centre of Taskforce expertise within the customer's organisation.
2. It enables the customer to explore new business strategies with @Road, without incurring additional expense and without initially invoking a change proposal process.

Note that the Masterclass is NOT a mechanism for reporting Taskforce issues – a support process is established for this purpose.

Who should attend?

The Masterclass is designed for the customer's expert user team of between 4 and 8 people (including operations and IT Admin / support people). One of the key objectives of the Masterclass is for the customer to develop and grow Taskforce expertise; hence the expert users should be an established and stable team.

To obtain full benefit from the Masterclass, delegates must be proficient in Taskforce configuration and also schedule analysis and Taskforce fault finding. If required, @Road can provide training to assist the customer with establishing these skills.

Content

The Masterclass comprises 2 x 1-day classes per year, where an @Road Taskforce expert provides focussed, customer-specific guidance on improving Taskforce performance within the customer's organisation. The topics covered at these classes are agreed jointly between @Road and the customer, and are focussed on the areas of Taskforce use representing greatest potential for improvement. Example Masterclass topics include:

- Aligning the Taskforce cost model with business objectives
- Configuring the Taskforce travel model for maximum business benefit
- Optimising Allocator-search configuration

As part of the Masterclass series, and in addition to the two classes per year, @Road provides an 'ask the expert' facility for named members of the expert user team to ask questions relating to changing business processes, at any time throughout the year. The number of days of effort to address questions, can, at @Road discretion, be capped at 10 days per year.

Commencing Masterclasses

Where it has been identified that the Masterclass series can provide benefits to the customer, initial discussions identify the current level of expertise held by the customer's expert user team. An appropriate timescale for commencement of the Masterclass is then agreed, together with any initial training required by the team to obtain maximum benefit from the series.