

The 13.2 Upgrade Process: Avionté Client Perspectives

Robyn Flemming - Account Manager at AimHire

Robyn Flemming, account manager at AimHire, worked with the Avionté upgrades team to move their company from version 13.1 to 13.2 of Avionté Staffing Software in March of 2014. A client of Avionté since 2012, Aimhire provides professional temporary, contract and permanent hires for businesses in Denver, Colorado.

Robyn said she's been with the company since May, 2013, and had gone through one upgrade process with Avionté already, which made it easy to compare the processes and to know what to expect. Despite a few hiccups, Robyn said the overall upgrade process went well.

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- ROBYN FLEMMING,
ACCOUNT MANAGER AT AIMHIRE

"Testing took a few hours," Robyn said. "There were a few issues that came up along the way, but Chad [Roesler, technical support specialist] was really good about turning them around and getting them taken care of. I thought [the upgrade] went really well. Avionté was very responsive and helpful."

Robyn said even though it does take time to complete an upgrade, she predicts AimHire will continue to upgrade in a timely manner as new versions of Avionté become available.

"What we've seen in the new upgrades has been mostly positive," Robyn said. "And we've gotten many new features out of upgrading."

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Franchesca Rovera, Operations Manager at L.K. Jordan and Associates

Franchesca Rovera is the Operations Manager at L.K. Jordan and Associates, one of the largest privately owned professional recruiting and staffing firms in South Texas. L.K. Jordan and Associates has been a client of Avionté since late 2011.

Franchesca has been involved in three or four Avionté upgrades to date and said she's seen significant improvement every time she's performed an upgrade.

“It has been a vast improvement every time we've upgraded,” Franchesca said. “Having the steps laid out beforehand and having it properly communicated was a very good thing to do ... overall, it's been an enormous improvement and smoother process.”

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**- FRANCESCA ROVERA,
OPERATIONS MANAGER AT
L.K. JORDAN AND ASSOCIATES**

Franchesca said she reached out to Avionté's upgrades team at the end of January to begin their switch from 13.1 to 13.2 of Avionté Staffing Software, and once the parallel was installed, the upgrades team moved quickly through the steps to get L.K. Jordan and associates live. The company went live with version 13.2 on March 20, 2014.

Franchesca said overall, the smoothness of the upgrade process means they'll most likely move quicker to upgrade going forward.

“This parallel was very successful and this upgrade went quicker than in the past,” Franchesca said. “I wouldn't be nearly as hesitant to upgrade in the future.”

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Mark Long - Regional On-site Manager at American Resource Staffing

American Resource Staffing's upgrade from 12.1 of Avionté Staffing Software to 13.2 began in February of this year. American Resource Staffing offers job placement, resume-building services and employment solutions to Massachusetts- and New Hampshire-based jobseekers. They've been clients of Avionté since late 2010.

Mark Long, American Resource Staffing's regional on-site manager, said although the team was hesitant to upgrade at first, the process went pretty good overall.

"Having a team [for upgrades] and going through a checklist helped," Mark said. "We were encouraged that a better process would be in place, and it was ... I was a little more cautious than I needed to be. We took a lot more time testing the parallel than we needed to, but it went very smoothly."

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- MARK LONG, REGIONAL ON-SITE MANAGER
AT AMERICAN RESOURCE STAFFING

American Resource Staffing has been live on 13.2 for about one month now and Mark said he's happy that their smooth transition hasn't altered their normal day-to-day operations.

"I didn't have to go through a whole new training process, which is great," Mark said. "Normal, day-to-day operation has been quite seamless, and overall functionality continues on."

Mark said although their team hadn't been using Avionté for all it offers, he expects they'll be using certain components of it more going forward, now that they're on version 13.2, like the ACA functionality, which was first incorporated into Avionté Staffing Software version 13.1.

"Overall I think [13.2 is] a good version," Mark said. "It's something that we'll grow into ... We're expanding into a lot more things."

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Leisa Stallard - Director of Training and Development at TRN

After their last upgrade, The Reserve's Network's Director of Training and Development Leisa Stallard had some reservations about making the switch to version 13.2 of Avionté Staffing Software. So at our first Development Summit, held at Avionté's office in Eagan earlier this year, Leisa sat down with our Technical Support Specialist Chad Roesler to talk through her questions and concerns.

"Chad told me the process had completely changed," Leisa said. "I was told the process had been orchestrated to be super simple. And it was."

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**- LEISA STALLARD,
DIRECTOR OF TRAINING AND DEVELOPMENT
AT THE RESERVES NETWORK**

Simple, and fast. Leisa said once initial communication had been done and details had been worked through, parallel was applied, testing was done, and The Reserves Network was live on 13.2 in just over two weeks.

"Everything was seamless by [go-live date] February 3rd," Leisa said. "We had 21 people here for a training class when

we went and there were minimal issues. For the few things we sent over, Chad [Roesler, Technical Support Specialist] turned them right around. It went completely smooth."

Leisa said by upgrading, The Reserves Network is now able to use various features they've been wanting, like the links added within Avionté's eDocs, which connect documents with third party vendors, and Avionté's employee wizards. And now that they've upgraded, Leisa said she's confident that The Reserves Network won't be as hesitant to do so going forward.

"If [the upgrade process] goes as easy as this one did, we'll be upgrading one to two times a year," Leisa said. "Chad is fantastic."