Operational Health Check

OPTIMIZE YOUR OPERATIONS

The Operational Health Check (OHC) is designed to optimize staff usage of Destiny One and address questions, issues or new requirements identified by client schools since their initial implementation of the software.

Key Goals

Destiny Solutions' Professional Service team focuses on several key activities during an OHC:

- Review functional areas by roles to identify pain points

- Brainstorm solutions for identified challenges

- Deliver rapid knowledge transfer and product training

- Identify underutilized Destiny One functionality that could improve productivity and efficiency

- Provide subject matter expertise based on best practices from other customer implementations

- Identify and prioritize configurations and enhancements

Outcomes

By bringing Destiny Solutions experts onto campus, institutional leaders can integrate best practices, expertise, and management strategies developed by leaders across the Destiny community of over 50 leading North American colleges and universities into their own practices.

Process

STEP 1
The OHC process begins with a detailed questionnaire that helps bring nontraditional divisions together—from senior administrators to all product users—to identify gaps, issues and opportunities. The Destiny Solutions consultant works with you on a tailored agenda specific to your requirements.

STEP 2
The Destiny Solutions consultant comes on site and works collaboratively with administrators and staff. Through interviews and working sessions, the consultant models critical business use cases, identifies pain points, delivers solutions, provides subject matter expertise and much more.

STEP 3
After the OHC, the Destiny Solutions consultant compiles and presents a comprehensive Findings Report that includes observations, recommendations and action items from the sessions to address the unique immediate and long-term needs of each institution.

> " The OHC will go a long way toward easing the administrative work our staff are doing so that they can be more effective in providing more personalized customer service. It will also make a big difference in helping us to maintain the data in the system so that it's entered in a consistent manner. "
>
> — *Robert Wensveen,*
> *Associate Director of Continuing Education, University of Calgary*

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For more information, contact sales@destinysolutions.com