

## **Palmer Lovett, Implementation Specialist**

### **What is Implementation?**

Implementation is similar to an installation and shares many of its traits—often amplified. Installations and Implementations are both logical processes of establishing function and communication; both are designed to adapt to new environments with unique challenges in communication.

Software as a Service is a novel enterprise that requires novel solutions. In order to become an effective “service” the software must integrate itself with an existing workflow. It is a program of machines and people evolving together. To become the most effective, the software must be configured to the needs of the worker and the worker trained to operate the software.

This is a process of communication. We use technology (often SaaS technology) to streamline communication. The most important difference between an installation and an implementation is the Human Element. While an installation deals with machine dominated environments, an implementation resides in the realm of human decision and practice.

### **What makes an Implementation Specialist?**

An Implementation Specialist understands a software product for the purpose of configuring software and training personnel. Not only is he fluent in the operation of the software, but thoroughly recited in all configurations in order to properly adapt the software to a wide variety of businesses and models.

Additionally, he must be highly communicative with staff to quickly understand the requirements of the software for each business. He must be able to influence management positively and lead personnel through a stressful period of transition.

### **My Qualifications**

- experience in web development and cloud software
- experience in software implementation
- continued practice in communication
- 10 years in the workforce, including:
  - web development, sales, customer service
  - installations and construction management
  - information technology

### **My Unique Ability**

- to positively influence others to productivity through communication
- to meet deadlines in the face of adversity
- to provide a quality customer experience