2017 PRODUCT ROADMAP
YOU are the reason that 2017 will be a pivotal year: Our clients and future clients provide the inspiration for us as we work to enhance our best-in-class technology, continue to build partnerships with Managed Service Providers (MSPs) and develop strategic alliances to enhance all aspects pertaining to talent acquisition and management.

At DCR, we are not just going to send small shockwaves through the industry, we’re planning to create a seismic shift with Smart Track, our Vendor Management System (VMS), as we focus on delivering an exceptional user experience, extraordinary customer service and remarkable innovative functionalities that are next-level, yet incredibly easy to implement and master.

We’re going to triple-down on three core items:

- Driving on-demand data to impact your business outcomes
- Delivering state-of-the-art innovations to manage your human capital
- Creating proactive service delivery to predict your needs before you even ask

But first, let’s take a look at where we’ve been...
As we assess our past accomplishments from the 2016 Product Roadmap, the most significant aspect that stands out is how our valued relationships with clients, partners and suppliers have evolved to help drive our successes, including:

- **Globalization** – Smart Track’s globalization functionality has been around for years, and we further strengthened our capabilities by allowing you to change any text anywhere in the system to localize it to your area anywhere in the world as well as instituting our Safe Harbor Solution for data privacy protection between the U.S. and the European Union. Additionally, we have provided Smart Track in 16 languages, incorporated business rules to reflect regulations of various nations around the world and enhanced currency exchange through direct integration with oanda.com.

- **Fill-and-Bill** – Our Fill-and-Bill methodology easily manages same-day service of finding a set of workers - using one single requisition - from a prequalified standing talent pool. In 2016, we released our enhanced shift management and fatigue management solutions that partner perfectly with Fill-and-Bill.

- **Smart Track Mobile** – Our full-featured mobile system that’s synced with our web-based system is a true game-changer because it has single sign-on functionality, offers an identical user interface across all devices and provides a frustration-free experience. Smart Track’s innovative features that go beyond just performing the standard operational functions include full chat functionality, complete dashboards, voice-enabled requisition entry, reverse auction facilities, calendar integration and notification/alert systems. There is nothing additional to learn; no gaps with the desktop version. Like everything we build, Smart Track Mobile is easy to implement and use. Download the app, and you’ll find the exact user experience as the desktop version. We will continue to refine and enhance the mobile platform this year by allowing clients to customize labels such as changing “contingent worker” to “non-employee” as well as optimizing overall system performance with faster response times.
• **ACA Analytics** – Our initiatives in providing Affordable Care Act (ACA) compliance by using advanced analytics and onboarding controls helped to automatically validate both supplier’s and worker’s compliance with the ACA.

• **Gamification** – When we introduced gamification, clients anticipated its value in fostering change management and reducing rogue spend, but quickly recognized that it also increases the data that’s poured into the system. The more precise information that you feed into Smart Track, the more data it has to work with to create better comparisons and find gaps where improvements are needed. Gamification fosters adoption and inclusion by rewarding users for “going beyond the mandatory” to fully use the features of Smart Track. It fosters increased operational efficiency as witnessed in an 84% jump in on-time timecard approvals. *Spoiler alert:* You can expect to see gamification on the supplier side in 2017. More on this later.

As a company, we won numerous awards and accolades in the industry for our innovative features. We consistently scored top customer service points from clients. And we received rave reviews from industry analysts such as Ardent Partners, SIG and others, solidifying our claims that Smart Track is the World’s Best VMS. Period.

Now let’s see what’s in store for 2017...
DCR is all about innovative technology coupled with business process improvements and outstanding customer service. Although innovation in our VMS is important, and indeed is our core driving force, we don’t just create something “innovative” for the sake of novelty – the functionality has to be truly beneficial and worthwhile for our users – clients, suppliers, partners and non-employees – and it must be easy to implement and easy to use.

DCR idealab, our idea incubator, is propelled by clients, employees and partners, and is the impetus to create innovative functions and features in Smart Track. DCR idealab is the driving force behind our Product Roadmap for 2017 and beyond.

The services procurement process is changing, the workforce landscape is morphing and the technology solutions are transforming the industry. As we consider your needs, our Product Roadmap reflects inward and outward changes.
SOLVING YOUR DATA DEMANDS

In a world that’s bombarded with data, we’re striving to create intelligent, actionable data that YOU need – when you want it and how you want it – to solve your data demands and fuel your business strategy.

DCR is working to make the Internet of Everything (IoE) a reality for you. Smart Track’s integration architecture connects with virtually all industry eProcurement, ERP, HCM, HRIS, time recording, PPM systems and employment services such as background investigation and drug testing companies, reducing redundant work and aggregating all of the data needed to decide how to best use and schedule external resources.

Data-as-a-Service – Smart Track does not just give you a data dump; it processes the data for you and presents it to you in a way that makes sense, so you can take actionable steps in your business. Our Data-as-a-Service (DaaS) innovations help you forecast your sourcing needs based on market data combined with your internal data.

Smart Track’s proprietary SIMSIM Engine crawls the web for rate and cycle time information, and combines it with your own data for benchmarking and forecasting. You don’t need to know where to look for the data in Smart Track, you simply ask the system and it finds it for you.

In 2017, we will continue to introduce new ways to leverage external data from social networking platforms, employment sites, government employment data and external demographic data, combining it with each client’s statistical data and stakeholder feedback systems to refine and build on these existing capabilities:

- **Rate Guidance** – Today, Smart Track provides on-demand location-specific rate comparisons and guidance for market-driven rates. We will deliver enhanced multi-dimensional analytical capabilities that establish and compare rates by category, supplier, organization, division, department and/or service.

- **Market Heat Maps** – This combines your historical selection of workers with existing market data, including industry trends and triggers, to assist with forecasting advanced capacity planning and management of your talent. We will focus on modifications as market fluctuations create new triggers.

- **Match Index Intelligence** – In 2016, we introduced Match Index Intelligence to pinpoint top candidates. Smart Track considers the selections previously made by each hiring manager when rating potential candidates. This provides a measure of “best fit” that goes beyond a simple verification of skills or levels of experience. Going forward, we’ll be expanding our use of Artificial Intelligence and machine learning so the prescriptive functionality to identify this best fit is even more precise.

Smart Track has always provided the industry’s most comprehensive reporting capabilities. With the enhancements planned for 2017, clients will easily analyze data across time periods, benchmark internally and externally, identify trends, model alternative options and project future performance.
DELIVERING STATE-OF-THE-ART INNOVATIONS

One-stop-shop Dashboard – One of the innovations we’ll be rolling out in 2017 is Smart Track’s one-stop-shop dashboard. The customizable drag-and-drop functionality, automatic postings to to-do lists and calendar synchronizations that you loved are still there. The great news is that the dashboard will be fully dynamic – you will be able to drill down to any record and any work step without ever leaving the dashboard itself. And with the improved dashboard functionality, you’ll find enhanced flexibility, improved functionality and increased time savings.

Statement of Work (SOW) – From the beginning, Smart Track was built to manage SOW projects and services on a global basis. It holistically addresses full lifecycle SOW projects from strategic sourcing to payment including offshoring, business process outsourcing, managing non-billable workers and more. It supports both “project-based” SOWs (e.g., a software development project) and “ongoing or continuous” SOWs (e.g., call center outsourcing arrangements and service agreements). To help fill urgent requirements in record time, suppliers will soon have the ability to create candidate pools based on various criteria, enabling faster work assignments. Additionally, we’re developing Scheduling Templates so managers have full control to create schedules based on business criteria and project tasks. Suppliers can then base their headcount and set expectations on the schedule, seamlessly communicate about resource availability and schedule the non-employee within the system – which then all ties back to the Timesheet, reducing discrepancies. This enhancement will allow managers improved visibility and insight into projects as well as increased deliverability of work assignments. As we continue to build on our innovative SOW functionality, the ease of implementation and user experience will remain paramount.
DELIVERING STATE-OF-THE-ART INNOVATIONS

**Smart Track NOW** – Our VMS has always offered total flexibility and scalability at the enterprise level, but as the services procurement industry changes, we found a gap in catering to mid-tier businesses that do not yet require the full functionality of our powerful VMS system. Smart Track NOW is the solution that offers rapid implementation and ease of use. The exciting news is that Smart Track NOW is designed to grow as your business objectives change. The bonus is that there’s no need to worry about moving to a new system that’s bigger and better down the road because of the inherent scalability of the platform. We’re no longer keeping this under wraps, so watch for our release in the near future.

**Smart Track xCHANGE** – This ecosystem allows you to quickly access talent directly, create niche pools such as retirees and engage talent from anywhere that may not be found through traditional channels. It brings together suppliers, their agency contractors, alums, retirees and vetted freelancers. And it allows real inclusion for freelancers by giving them the ability to maintain their own profile, including work availability. Moving forward, we will deliver a mobile interface, integrate our ecosystem with third-party Freelance Management Systems (FMS) providers to give you even more choices for selecting the best talent available, enhance the system with machine learning to provide predictive solutions and develop Statement of Work enhancements to more rapidly engage alums in projects.

**Fill-and-Bill** – In addition to our current shift management and fatigue management solution, we’ll be rolling out Fill-and-Bill for resources teams that include pre-set or preconfigured teams.

**Gamification for Suppliers** – This year, we’ll add gamification to the supplier side to enhance their assimilation and simultaneously lead to better analytics. We expect to see some interesting outcomes in analytics with this enhancement.

**Faster Performance** – In 2016, we introduced an in-memory database, which gives near real-time processing speed to candidate matching and recommendations. In 2017, we will expand the use of in-memory databases to provide nearly instantaneous responses to all Smart Track functions.
As we turn our sights inward, part of our roadmap focuses on not “what” but “how” we’re providing our services. Technology alone is not enough to make a seismic shift in the industry.

To that end, we have realigned our response teams to keep pace with the increased growth and demand we’re experiencing as more businesses discover the mission-critical aspect of investing in a world-class VMS like Smart Track. Our implementation, integrations and utilization are smooth, seamless and stress-free for all users and stakeholders due to our insistence on creating a VIP customer service experience from initial contact through issue resolution.

Because we’ve developed a successful, proven methodology that brings reusable processes, assets, materials and collateral to streamline our implementations, we don’t have to reinvent the wheel every time we define the needs for a new client. Additionally, our proprietary Sure Step methodology provides complete transparency with real-time updates of project status, system configuration and risk register.

Our total configurability allows our team of specialists to create client solutions on the front-end during and after implementation, reducing the need for back-end development and custom coding, while providing the solution rapidly and efficiently.

**Elite customer service**

We have ramped-up our dedicated Service Delivery Management Team to proactively, promptly and, more importantly, pre-emptively handle your service requests including:

- Managing incident resolutions
- Handling change requests
- Identifying issues pre-emptively

Our customer service approach is unique in that we assign all of our engineers and developers to quarterly rotations through Smart Desk, our help desk system, to give them a unique perspective into client needs based on one-on-one time with users. Additionally, we provide both a client services executive and a named consultant for VMS engagements to serve your needs.

This complete system not only tackles your customer service issues, but it forms the basis for a large part of what drives our innovation from within. Due to our true cloud-based platform, our infrastructure design allows for flexibility, scalability and configurability. That means we avoid programming bottlenecks, and can roll out changes in Smart Track in a matter of hours or days, rather than months or years.
We’re second-to-none in customer service. Not only do we intend to keep it that way, but we are determined to become the epitome of customer service for procurement solution providers.

Strategic partnerships – DCR will be highly focused on building strategic relationships which utilize our technology to build a strong client solution. As we continue to concentrate on the technology, DCR will be relying more heavily on building strategic partnerships through Managed Service Providers (MSPs) who are looking for innovative solutions for their current clients. Whether the challenge is winning new clients or needing to re-invigorate mature programs, DCR will seek to offer innovative, robust, advanced capabilities to MSP channel partners. In doing so, we fully partner with MSPs on implementation using our Sure Step methodology and seek to work side-by-side every step of the way.

Next-gen training

We’re also expanding on our communications effort through DCR Training and Learning Solutions (TLS), reinforcing how easy it is to learn and use all of the innovative features Smart Track is known for. The TLS focus is to create micro-learning modules that allow the learner to absorb the material in short bites and on-demand. The learning plans will be grounded in “a day of the life of” to ensure that the material is relevant and practical in the learning experience. This will form the building blocks to absorb everything - from the basics to advanced features to new functionalities as they’re rolled out - that leads users down a practical learning path.
At DCR, innovation is the name of the game, and we have every intention of making 2017 a pivotal year where we create a seismic shift in the industry.

Having said that, we also realize that our goals are to be uber-flexible, hyper-responsive and wildly-fast...because you rely on us to create solutions and services at the speed of business!

We know that there’s always going to be a better, faster and easier way of making our technology solution perform even more unbelievable actions than we even dream possible today...and we’re on fire to imagine it and create it!

Even we do not know what else 2017 holds in store. But we can’t wait to see what happens.

Smart Track is a sophisticated, flexible and intuitive services procurement solution that’s easy to implement and use. To request a demo or more information, call us at 1-888-DCR-4VMS to experience what a seismic shift in VMS technology can do for you.