



Level up with **HRTM**
Contact us today.

info@hrtimemgm.com
(732) 447-5724

TeleStaff Application Managed Services (**TAMS**)

Let HRTM's TeleStaff experts manage your application, freeing up your resources to focus on critical public safety concerns.



We manage your system while you manage your people.

HRTM TeleStaff Managed Services (TAMS) can play an important role in increasing operational efficiency, containing costs and freeing up vital internal resources. By partnering with HRTM to outsource your TeleStaff application management, you remain in control of your business while taking advantage of our experts to handle all of your application administration responsibilities - allowing you to focus on your agency's operations and strategic initiatives.



**Manage Schedule Changes
Add New Ranks And Shifts**



**Automatic Service Updates And
Application Contract Changes**



**Personalized Service To
Increase Efficiencies And
Enhance User Experience**

Rely On **HRTM's Telestaff Experts** As A Natural Extension Of Your Police, Fire, EMS Or Communications Agency.

Meet **HRTM's TAMS**

Service Features

- Manage Schedule Changes
- Add New Ranks
- Add New Shifts
- Apply Application Service Updates
- Manage UKG Support Tickets
- Conduct Health Checks To Proactively Identify Impacts To Improve System And Business Process Effectiveness

Service Benefits

- Support Updates Due To Contract Changes
- Assist With Auctions
- Keep System Up-to-date With Latest Telestaff Service
- Apply Updates To System For Staff Changes
- Fill talent holes created by staff shortages and tight labor market for specialized skills
- Help You Continue To Realize Value As Both Your Business And User Needs Change And Technology Evolves
- Update Rules To Support Business Or Contract Compliance Changes

Customized Experience

- Personalized Service And Support
- Make Suggestions For Process And Operational Improvement
- Assist In Issue Resolution
- Best Practice Identification And Deployment
- Provide Guidance In Getting Continuous Value For Your Application Investment
- Identify Ways To Enhance User Experience

