PROFESSIONAL SERVICES

Your Success is Paramount to Our Success.

ProcessUnity's Customer Success Team is comprised of subject-matter experts, technology experts and ProcessUnity solution experts that use field-proven approaches and best practices refined through hundreds of implementations with organizations of all sizes and complexity. Our diverse set of services can get you up and running quickly, help you solve problems, train your team and work with you to extend your implementation as your program evolves.

Our team can help you with both large- and small-scale improvements to your risk and compliance programs. Our services packages are available based on an agreed-upon statement of work or as a pre-paid bundle of hours. We can project-manage large and/or complex requirements or help with everyday tasks including reporting, data manipulation, integration to other systems and general application administration.

Program at a Glance

- Flexible Options (Project-Based, Bundles of Hours, Workshops)

- Delivered by ProcessUnity Subject Matter Experts

Program Options

01 Project Based – Our experts work with your team to scope your project and establish a formal statement of work (SOW) with an estimated number of required hours. Upon execution, ProcessUnity expands the SOW into a full project plan with defined start and end dates. The assigned ProcessUnity Customer Success expert will manage the project from start to finish, ensuring that all customer requirements and goals are met. We'll conduct weekly status calls to manage scope, steward hours and determine next steps. Informal training is incorporated into the plan to continue customer enablement.

02 Bundle of Hours – You set the agenda and priorities and we'll get to work. Pre-paid bundles of hours are available for general services not tied to a specific project. Joint working sessions and implementation work is scheduled based on availability.

03 On-site Workshops – Schedule facetime with our team in our offices or yours and we'll tackle your project collaboratively in real-time. Workshops are scheduled from one to three days and typically focus on program reviews, process tuning, training/enablement, expansions/build outs, program design, best practices and/or general consulting.

ProcessUnity

Customer Benefits

Ensure Your Success – ProcessUnity Customer Success experts are subject matter experts with real industry experience. Our methodologies have been used in hundreds of successful customer implementations. Working with your experts, we'll ensure your team's success and help you realize your goals.

Additional Details & Restrictions

- Unless specified, travel and expenses are not included.

- Unused professional services hours expire (90 days after project completion for SOW-based engagements, six months from signature for bundles of hours). Unused hours may be repurposed prior to expiration.

Learn more about ProcessUnity Professional Services. Contact us at customer.success@processunity.com.

Contact Us

www.processunity.com

customer.success@processunity.com

978.451.7655

Twitter: @processunity
LinkedIn: ProcessUnity

ProcessUnity
33 Bradford Street
Concord, MA 01742
United States

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www.processunity.com | customer.success@processunity.com | 978.451.7655 | 33 Bradford Street | Concord, MA 01742 | United States

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