

ASSURANCE SERVICES

Assurance Services at a Glance

When you add ProcessUnity Assurance Services to your program, we:

- Assign a dedicated ProcessUnity expert to work alongside and support your team
- Act as your in-house system administrator
- Provide on-going technical administrative support, beyond the scope of our customer support desk
- Conduct monthly planning sessions to optimize the use of time and focus on the most valuable activities

We offer annual subscription packages of 6 hours/month, 15 hours/month, 30 hours/month, or custom packages (if greater than 30 hours/month is required).

Extend Your Team with ProcessUnity Experts

ProcessUnity Assurance Services is the easy and reliable way to extend your team without adding staff. Our team of Assurance Services consultants is available to assist you with user administration, report creation, application configuration, data loading and more. We'll assist in the management of your platform so you can focus on program results.

Assurance Services Program Features

- **Our Team is Your Team:** Augment your team with our Assurance Services experts or completely outsource your ProcessUnity platform administration. Either way, you are assigned a knowledgeable, dedicated expert to assist with your platform and program needs.
- **Beyond Standard Support:** Assurance Services is beyond troubleshooting basic technical issues. For your selected monthly hours package, a member of our team acts as your in-house application administrator and can help with user management, report building, data management and a host of other services.

Assurance Services Program Benefits

- Direct access to an expert with knowledge of your implementation
- On-going configuration and best practices guidance for leveraging ProcessUnity features and functionality
- Supplemental knowledge on your team in the event of team turnover
- Technical advisement, product configuration and data maintenance
- Analytics (reporting and Business Intelligence recommendations)
- Process and technical change management support
- Streamlined on-demand configuration requests



Assurance Services Packages*

| ASSURE 6 6 hours/month | ASSURE 15 15 hours/month | ASSURE 30 30 hours/month |
|---|---|---|
| <ul style="list-style-type: none"> • General questions/answers • Minor updates to expressions • Minor updates to properties • Basic instructions on functionality • Renaming subject areas • Basic modifications to review patterns/qualifiers • Training on new product features • Guidance on best practices/approaches | <ul style="list-style-type: none"> • Platform consulting • Application settings administration • Role configuration • Report/import template creation • Dashboard building • Configuration and testing of connectors • Configuration of review and approval workflows (review patterns or buttons) • Workshops/enablement sessions • Analyze, assess and provide recommendations for implementing new product features or program enhancements | <ul style="list-style-type: none"> • Personalized documentation/job aids • Data cleansing • Data loading • User management • Integration/automation assistance • Configuration/deployment of multi-user/team workflow into existing workflows • Periodic health checks (reviewing instance(s)/program(s) annually or when new releases roll out to ensure your program is best leveraging the newest features/functionality) • Configuration/deployment of new product features in accordance with existing programs • Configuration/deployment of requested program enhancements • Day-to-day instance/program administration • Property/record/instance clean up • Periodic end user training • One three-day onsite meeting annually • Sys Admin Instance for QA/Testing |

*Custom offerings are available if program need is greater than 30 hours/month

Learn more about ProcessUnity Assurance Services. Contact us at info@processunity.com

Additional Details & Considerations

- Assurance Services is available as a pre-paid annual contract.
- Hours must be consumed each month. Unused hours expire at the end of each month.
- Assurance Services is available during standard business hours as defined in the ProcessUnity Support Policy.
- All work is completed remotely, except for the three-day onsite offer included in the Assure 30 Subscription.
- Assurance Services is not designed for and should not be used for new solution implementations.

