



PUTTING CLIENTS AND THEIR BUSINESS FIRST

# Service Offerings



**APPLICATION TRAINING & SUPPORT** The right training and support is an important part of a successful implementation, and often times, is a key ingredient for increasing satisfaction and user adoption. At Clients First, our streamlined training is focused on the needs of your business - allowing you to quickly learn the important aspects of your software without wasting time discussing unnecessary functionality. For those that prefer an online approach, Microsoft makes available a large library of training videos. We even offer a short “post-video” review to explain and clarify any items to solidify absorption of concepts.



**SYSTEM ANALYSIS** This service is for the company looking to get a top down view of a system with extensive modification. Our team can provide you with a technical assessment to help you identify and document the software and enhancements that your business depends on. We can either provide you with a short technical assessment of the modifications, or a full review of the enhancements and how your business is using them within the workflows.

## SYSTEM ANALYSIS

- › Technical Assessment Starts from \$5,000
- › Full Review Starts from \$10,000



**APPLICATION TAILORING** A typical business system will normally have hundreds if not thousands of options in order to serve a broad range of business. This “capability” often collides with your objective of automating the tedious, increasing productivity and standardizing the practices within your business. When this occurs, our team is well equipped to assess your requirements and efficiently tailor the software to meet your needs by either applying a simple change or developing a complete module.



**IMPLEMENTATION** The task of putting software on-line requires planning, coordination and execution in order to align the capabilities of the software with the needs of the business. The planning starts with defining the tasks required to meet the objectives, which is then coupled with budgets and dates to help control the progress. The duration of an implementation varies significantly based upon the capabilities and needs of an organization. Most normal implementations span 9 – 12 months with more complex implementations requiring 18 – 24 months.



**DISCOVERY & REQUIREMENTS ANALYSIS (DRA)** You are the expert of your business and we are the experts of our software. As a way to bridge the gap, we've introduced a process called Discovery & Requirements Analysis. This process allows us to interview, analyze and then assess how your business matches up to the software. This analysis helps us in defining the scope, timelines and budgets required to implement the software. The pricing is based upon the complexity and size of your business.

**SINGLE SITE / SINGLE DIVISION**

- › Distributor Starts from \$3,500
- › Manufacturer & Job Shop Starts from \$7,500

**MULTI-SITE / SINGLE DIVISION**

- › Distributor Starts from \$10,000
- › Manufacturer & Job Shop Starts from \$15,000

**MULTI-DIVISION / MULTI-SITE**

- › Distributor Starts from \$20,000
- › Manufacturer & Job Shop Starts from \$25,000



**SUPPORT** After you go-live you can be assured that you will have support to address help keep you up and running. Our support services are billed at in quarter hour increments. And the best part? We do not require you to have a support agreement to get help!



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