



Professional Services

Experienced

Dedicated

Professional

Implementing your Online Insight eMpower Suite is a refreshingly predictable and painless experience thanks to our Professional Services team. Applying knowledge and expertise acquired through numerous implementations, Online Insight's specialists have developed and perfected a rigorous implementation process to manage the complexities involved in deploying your solution. Our proven methodology and quality services are designed with one focus in mind – optimizing your business value.

Proven, predictable, precise

Online Insight promotes and adheres to a predictable and seamless deployment process for each client that incorporates:

- A comprehensive implementation and integration strategy customized to your specific business needs and technological investments
- A predictable schedule of events and tasks that are clearly presented to all project resources and decision makers
- A timeline of deliverables and milestones that are routinely monitored and tracked for team cohesiveness and on time delivery
- A single point of accountability who provides consistent communication throughout implementation
- A unique reporting structure used to continually evaluate and enhance your solution to maximize your return on investment.

The efficiencies gained from this predictable approach and our emphasis on communication ensure that all parties involved fully understand project deliverables and schedules, allowing the entire team to meet deadlines that may otherwise have been unachievable. While we promote a structured approach, we are flexible. At your request, we can appropriately modify our process to follow proven, client-established steps and procedures while maintaining our focus on client interaction and clear communication of tasks and assignments to all engaged resources.

Delivering a solution that fits your needs

Committed to helping you achieve your objectives, our team of experts takes a holistic view of your organization to determine the best implementation approach based on your environment and business requirements. Online Insight conducts four basic deployments:

- 1 Traditional Implementations
- 2 Custom Implementations
- 3 Solution Upgrades
- 4 Solution Patches

Traditional implementations typically involve minimal change to the eMpower Suite. Custom implementations are more elaborate and may involve complexities such as unique integration points, multiple vendor partners, or enhancements to make the eMpower Suite a better fit for the client environment.

Solution upgrades occur as we grow and enhance our software; clients have the option to upgrade to a new release, or to keep their existing software version. Solution patches may be released as we identify and resolve issues that affect the functionality of our solution.

Each deployment follows the same implementation process, which may incorporate the following high-level stages:

- 1 Needs Assessment
- 2 Requirements Gathering and Definition of Deliverables
- 3 Solution Design and Development
- 4 Solution Validation (Quality Assurance and Testing)
- 5 Client Training
- 6 Client Assessment and Testing (of deliverables)
- 7 Client Acceptance (of solution)
- 8 Deployment
- 9 Application Review

Each stage is further detailed with a list of tasks, resources, timelines, and deliverables required to successfully accomplish milestones established in a schedule logic that is created and presented during the initial stages of the project.

When our standard set of project categories and tasks do not apply to custom implementations, we evaluate any exceptions and establish a predictable process, timetable and deliverables list with a continued emphasis on predictability and clear communication of assignments and expectations. While structured and regimented, our implementation approach can accommodate your unique needs.

Dedicated team of experts working for – and with – you

Directing the Online Insight implementation team, the Vice President of Professional Services actively oversees each project. You will be assigned a project manager, solutions engineering lead, development lead, quality assurance lead, and communications lead who are committed to the successful deployment of your solution. Online Insight also provides technical writing services for satisfying online help requirements, training documentation, and “demo” creation, as well as continuous solution support for the resolution of any issues that may arise. Our entire team works closely with you to ensure your needs are met at every step of the process.

We add value to your solution

The Online Insight Professional Services team is dedicated to ensuring an efficient and effective implementation that delivers measurable value. Through strict attention to detail, precise communication, and unsurpassed responsiveness, we help maximize the power of your customer initiatives and drive a rapid return on investment. As demonstrated by our history of successful implementations, we possess the knowledge, expertise and commitment to deploy your guided selling strategy on time and within budget, surpassing your expectations every step of the way.

To learn more, contact an Online Insight Sales Professional at 770.508.1450 or visit us online at www.onlineinsight.com.

We Deliver

On Time &

On Budget

Every Time

