

### Professional Services



**Professional Services:** From strategic advisory, health checks, development, knowledge transfer and more, you receive access to a range of services from our consultants at discounted rates when combined with CaaS.

If you are looking for a services partner to help you implement, upgrade or add additional modules to your Unit4 ERP solution, then our Professional Services solution will address your needs.

#### What is it?

This is the full range of services provided by our Professional Services team including strategic advisory, health checks, project management, knowledge transfer and much more.

#### What services are included?

Our Professional Services team deliver all the services you need to implement Unit4 ERP, upgrade an existing solution or implement new features/modules. This is achieved through the selective use of services to meet your needs.

#### How to purchase

Customers can purchase Professional Services by contacting their Customer Relationship Manager, they will gather the required information to provide a Statement of Work for sign-off. Once signed a Project Manager and Project Resources will be assigned. There is typically a short lead time from signature to the start of the Project.

#### How its delivered

	Engage	Onboard	Realisation	Expansion
<b>Professional Services</b>	<p>New implementations and upgrades</p> <p>Sales (new/existing)</p> <p>Agilyx rate card (T&amp;M or Fixed Price)</p> <p><b>Objectives:</b></p> <p>Project Scope, with agreed objectives and success criteria as defined within the SOW.</p>	<p>Project Management Office to assign Project Sponsor and Project Manager and coordinate project kick-off.</p> <p><b>Objectives:</b></p> <p>Enable Customer to access the services and support we provide.</p>	<p>Co-ordinated by our Project Management Office and delivered by our Professional Services Team.</p> <p><b>Objectives:</b></p> <p>Deliver the Customers objectives and success criteria as defined within the project scope.</p>	<p>Ad-hoc project as requested by the customer.</p> <p><b>Objectives:</b></p> <p>To build upon the previous projects to identify and deliver further success for the Customer.</p>