

Engage Process Services

Engage Process offers an easy to use, online process management and transformation platform which is fully cloud based and requires no technical implementation. The platform is designed to be easy to use, with only minimal training required, so you can be up and running within the hour.

Training & Product Consulting (Implementation)

Engage Process offers training and consulting services to assist clients in setting up the platform for their specific purposes. The first training and configurations can be completed in a matter of weeks in Phase 1. In Phase 2, the modules are further configured and tailored towards additional themes as determined by your organisation. This is called the Modular Configuration.

Services are set up in 2 phases which can be adjusted to your needs.

Phase 1: Initial Training and Setup

The platform is set up for new customers at the start of the subscription period. The services listed below will be offered by the Engage Process Account Manager. It is important to follow the order in which the services are offered to facilitate easy onboarding for new users. The actual planning depends on the urgency for the customer and availability of personnel.

All services will be invoiced afterwards, unless determined otherwise by the customer's administration guidelines.

1. For Enterprise customers: Arrange for Single Sign On (SSO).
Hours: 3 x 4 hours consulting.
Support by customer: Architect or IT personnel responsible for SSO.
2. Initial setup: Setting up roles and authorisation, project structure, key tables, house-style elements in the Publisher.
Hours: Minimum 4 hours consulting, dependent on detail request by customer for initial setup.
Support by customer: participation by administrator.
3. Modular configuration (optional): setting up the platform for urgent/initial themes like GDPR, compliance, handbook.
Hours: TBD in communication with customer.
Support by customer: participation by administrator.
4. Guidelines for process modelling and administration (optional): Guidelines will be set up for the use of the platform, determined by the customers goals for the use of Engage Process and other internal guidelines.
Hours: 4 hours of consulting.
Support by customer: participation by the decision maker and the administrator.

5. User training, first group: a practical product training of 1 day. This practical training is aimed at the use of the Modeler for modelling, analysing and improving processes. This training can be done remotely as well, in which case it will be split into two parts of 3 hours each.

Hours: 1 day / 2x 3 hours. \

Support by customer: max 8 participants

6. Importing older process maps: our consultants can assist in importing process maps from other/older BPM tools that have a BPMN or XPD L export function. Engage Process can do this work together with the customer's staff if desired. After an initial analysis and trial-run, the actual importing should not take long.

Hours: TBD

Support by customer: TBD

Phase 2: Further Configuration (optional)

1. User training and instruction on the customised platform for a second group of process modelers.

Hours: 1 day / 2 x 3 hours per group.

Support by customer: max 8 participants

2. Roll out to the organisation. Communication is set up via videos or quick reference cards regarding the use of the Viewer, Feedback and Teamboard. Access to the Knowledge Base of Engage Process can be included as well.

Hours: TBD

Support by customer: participation by the administrator.

3. Modular configurations for other themes.

Hours: TBD

Support by customer: participation by the administrator.

*the mentioned hours are an estimate.