

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