

ChangeGear® Professional Services

Stay On Track With The Help Of Our ITIL Experts

Overview

In today's demanding business environment, IT staff are occupied with a growing number of complex daily activities. Whether your organization is large or small, implementing and managing successful enterprise systems requires additional time and resources. At SunView Software, we understand these challenges and have created a variety of service packages to meet the needs of every organization.

All of our service packages are conducted by SunView Software's Application Consultants who are experienced with our products and are ITIL-certified. Whether remote or working with you on-site, we'll help you leverage the full benefits of ChangeGear.

Getting Started Package

Our Getting Started Packages are designed to assist our customers with their initial installation, configuration and training needs. We offer remote packages for those customers looking to get up and running quickly, and on-site packages for those organizations who have complex or demanding environments. No matter what your organization's size and requirements are - we have a package that will meet your needs.

Getting Started Packages are essential to the successful implementation of ChangeGear.

Packages include:

- Pre-project review, preparation and scheduling
- Business process analysis and design
- System installation, configuration and testing
- Administrative and staff training
- Project documentation

Additional Service Packages

Consulting and training packages are available for existing ChangeGear customers who are looking for additional assistance after their initial ChangeGear implementation. Even though ChangeGear is easy to use and simple to deploy, we do offer packages that provide additional value to your ChangeGear software solution.

ChangeGear customers can choose to have customized services or choose from these Existing Customer Packages:

- Administrative Training Package - to get new administrators up to speed
- Upgrade Assistance Package - to assist with upgrading complex environments
- ChangeGear Check-Up Package - to help with efficiency and strategic planning

ChangeGear Pilot Package

Our Pilot Program Package is designed for the evaluation of the ChangeGear suite within your own environment - allowing you to experience ChangeGear prior to purchasing. An experienced consultant will work with you to install and configure ChangeGear, enabling you to leverage its full benefits and ensure a smooth, successful implementation. With years of experience, including many software implementations, we've developed a repeatable method that assures predictable and quality results.

Custom Engagements

From process optimization to product customization, SunView Software offers customized services to help you meet your business needs. Our seasoned professionals can help you and your team define requirements, create custom reports, integrate with other applications and facilitate product implementation. We can help you get the most out of your ChangeGear investment.

Key Benefits

- **Quick Return on Investment:**
Expedite your ROI by gaining immediate value with short implementations.
- **Fast and Easy Deployment:**
Avoid the pain and risk inherent in trial and error when you follow our proven, repeatable implementation process.
- **Successful Implementation:**
Leverage the experience of SunView's knowledgeable staff to ensure maximum benefit and project success.
- **Affordable Service:**
Reap the benefits of package pricing tailored to budgets of all sizes.

Contact

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