



Knowledge Relay

PROFESSIONAL SERVICES GUIDE

BUSINESS ANALYSIS

As a well-run business, it is always important to maximize the value of existing assets. The Knowledge Relay Business Analysis can help our clients get the most from their investment, focusing firmly on detecting chances in order to optimize the Knowledge Relay business system.

Our goal is not to reengineer the way our clients do business. Instead, we strive to provide clients with the knowledge and tools necessary to ensure that our system supports the critical data and reporting requirements needed to reach the businesses' goals. Clients will work directly with our seasonal consultants to:

- Improve collaboration and communication
- Reduce workarounds and non-automated processes
- Increase the actionable knowledge that users have about the system

CUSTOMER SATISFACTION

Knowledge Relay's Professional Services team is committed to providing our clients with the highest possible level of service. Our philosophy is that there are three customers for every project: the end user, the paying customer, and the project team.

Knowledge Relay is not satisfied until all of our customers are satisfied. For the end user, this means having a viable, long-term solution to his/her business problem(s). In that of the paying customer, satisfaction means a job that is done on time and within budget. As for the project team, being satisfied is being empowered to do what it takes to make all the members of the team successful in their piece of the project. Once this requirement has been fulfilled, they should proceed with an eagerness to take on the next project.

Specifically in our projects, we aim for:

- Achieving our technical schedule and cost goals
- Early establishment of the criteria to be used to measure progress toward these goals
- Early assessment of return on investment (ROI)

Knowledge Relay's Professional Services team follows a proven methodology for delivering consulting services. Within these services includes developing with our clients through a Statement of Work (SOW).

Through this, the customer gains information on exactly who is involved with the project, what will be accomplished during the implementation, how it will be delivered, and an estimation of the cost to deliver a complete solution. Knowledge Relay empowers our clients through education on the details of the implementation and the logical steps to be taken next, by the customer.

Consultancy & Implementation

Implementing new software is often associated with high risk. This may result in late delivery and unexpected costs. Fortunately, Knowledge Relay has developed on the basis of years of experience and tested in projects all over the country. The standard implementation methodologies of Knowledge Relay enable the company to provide customers with maximum control and manageability on lead time and implementation project budgets. The approach of implementing software varies from one customer to the other. Many factors can contribute to this including company size, project scope, and sector. Knowledge Relay requires that the customer establishes a project manager to work with our project manager to oversee the development of the Statement of Work (SOW).



Training & Education

A customer's success is important to us. We know that when the foundation of Knowledge Relay software solution is set up correctly for a particular business environment, the customer will be able to maximize an investment more effectively and efficiently. In-company training programs may be offered at a location of the customer's choice, such as the customer's venue, through Knowledge Relay Software.

Customization Services

The standard Knowledge Relay Software products are designed to meet the most common reporting requirements of today's businesses. Many businesses require solutions that go beyond those that standard packages have to offer. Knowledge Relay Customization Services' primary goal is to find the right solution for the specific needs of the client. This can range from small adaptations of one's standard package to newly developed solutions. As our custom solutions are based on our standard software, the development time required for a Knowledge Relay custom solution is relatively short and financially attractive. Customization is done when a core software product (i.e. IV 3.0 or Primavera utilities) cannot be implemented in such a way to meet the customer's specific business processes. Customization Services offers design and programming services by working with the customer's project team to ensure customer satisfaction.

The philosophy of Customization Services is to write custom solutions, not custom software. Knowledge Relay Customization Services can write custom solutions to fill small niches in the market for our customers. Knowledge Relay Customization Services is a complete group of professional programmer analysts dedicated to creating, developing, and supporting custom software modifications that meet unique business needs. Over the years, our group has developed a catalog of modifications to meet whatever business needs a company may have, helping to implement solutions that meet the company's goals.

For more information about Knowledge Relay's Professional Services or other solutions from Knowledge Relay, please visit www.knowledgerelay.com.


KnowledgeRelay
From Data to Decisions in 30 Days. Guaranteed.

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