AssurX

Professional Services

Start to finish expertise, guaranteed.

AssurX is committed to ensuring customer success at every stage of your quality management and compliance journey. From implementation to integration and upgrades, we know how to grow with your business. We get your QMS solution working fast and keep it running smoothly with support, training and mentoring.

AssurX offers complete deployment services and some of the best training and technical support in the industry. Select the service you need when you need it—our offerings are tailored to your specific requirements. From full implementations, to mentoring and testing, to upgrade services.

IMPLEMENTATION SERVICES

AssurX Professional Services utilizes a defined methodology for performing implementations that is designed to minimize configuration cost and time to production. This methodology works for any project-large or small, turnkey configured solutions or out of the box applications. For those who wish to perform most of the implementation themselves, our collective experience in project management, custom configuration and technical mentoring is second to none.

Once AssurX platform is purchased, you are assigned a Professional Services expert. Responsibilities include:

- Manages initial deployment, future enhancements, additional solution implementations.

- Performs an onsite visit to your location to meet and discuss your needs and goals.

Most work is done remotely to minimize costs. Your AssurX expert is backed by the entire services team, with combined years of services at AssurX.

MAJOR STEPS TO IMPLEMENTATION	
ONSITE VISIT	Build our partner relationship and avoid any miscommunication that can occur when not meeting face-to-face.
BLUEPRINT	Depending on the nature of the project, if changes are either being made to an existing out of the box application or a solution is being configured from scratch, a blueprint is created which will detail exactly how the system will be built.
CUSTOMER REVIEW	At various stages throughout the configuration, reviews will be performed to ensure that you are satisfied with the work that is being completed.
PEER REVIEW	All blueprints go through a peer review with a Team Leader and other experts in order to assure the viability of the plan.
CONFIGURATION	The AssurX platform is configured to meet your requirements based on the plan developed in the blueprint.
VALIDATION	AssurX has a team of QA professionals at your disposal for both writing and performing validations. The team can do as much of this work as you require.
GO LIVE	We will do what it takes to ensure a smooth go-live experience.

ASSURX EXPERIENCE & BEST PRACTICES

Through our many years of experience, we have developed proven best practices for the use of the AssurX platform which will benefit you in your own implementation.

The core function of the AssurX platform is configurability. We are highly versed in the best methods for configuring the platform to meet whatever requirement you may have.

While AssurX offers a whole suite of pre- configured solutions, as with any enterprise system, they will likely require some level of modification in order to meet your specific business requirements. This is where your AssurX expert will help guide you in determining the best methods for meeting your needs as well as steering you away from costly pitfalls.

Integration Services

AssurX delivers flexible, secure, and reliable integration with your enterprise applications such as ERP, PLM, MES, LIMS, CRM, and CMMS. Specifically, we're experienced at integrating with Salesforce‰ SAP, Oracle, MRO, PTC/Windchill, and leading MES systems, among many others.
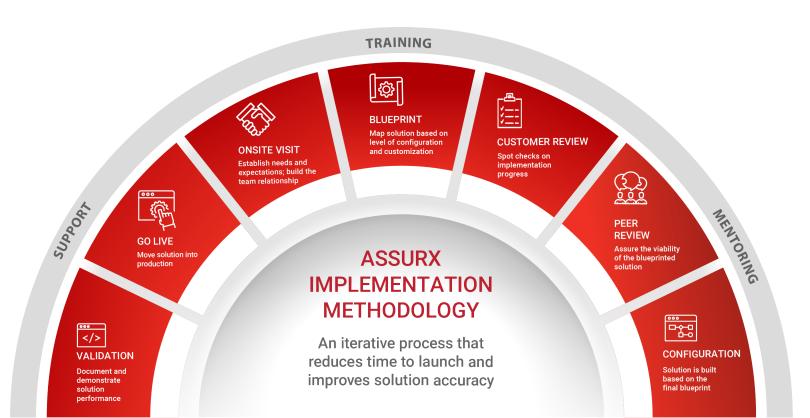
AssurX Professional Services is available to help you use our technology and best practices to build full interoperability among your quality, business and operational systems for enterprise level quality processes. Together, we identify the right tools to meet your business and operational goals. We provide as much support as you need based on your requirements and project scope.

Data Migration Services

AssurX Professional Services is set to assist with your initial data migration projects. Often, our customers are replacing legacy applications that are commercially available software packages or home-grown systems. Our integration experts are experienced with a host of different methods for performing migrations, from direct migration using AssurX import tools to building data warehouses which can be used for reporting purposes. The end goal is to support your exact needs in the most cost-efficient manner possible.

Techical Support

At AssurX, our technical support organization is dedicated to resolving your issues quickly and effectively. We view every support engagement as an opportunity to demonstrate our firm commitment to sustaining the industry's highest customer satisfaction ratings. Understanding the importance of reliable support, we ensure that your technology investment is always optimized.

TRAINING

BLUEPRINT
Map solution based on level of configuration and customization

ONSITE VISIT
Establish needs and expectations; build the team relationship

CUSTOMER REVIEW
Spot checks on implementation progress

SUPPORT

GO LIVE
Move solution into production

PEER REVIEW
Assure the viability of the blueprinted solution

MENTORING

ASSURX IMPLEMENTATION METHODOLOGY

An iterative process that reduces time to launch and improves solution accuracy

VALIDATION
Document and demonstrate solution performance

CONFIGURATION
Solution is built based on the final blueprint

Want to learn more?

Connect with AssurX today.

AssurX

www.assurx.com