

## 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.

Upon purchasing the AssurX platform, each customer is assigned a Professional Services expert who will be with you throughout the initial deployment as well as afterwards for future enhancements, additional solution implementations, or just as a sounding board for questions you may have.

To begin the type of partner relationship that we feel is critical to your success, your AssurX expert will perform an onsite visit to your location to meet and discuss your needs and goals.

After the onsite visit, most work is done remotely to minimize costs. While you are assigned a dedicated expert, that person is backed by the entire team. The team is led by the Director of Services who was once an AssurX customer and has over 15 years of AssurX implementation 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.

### MAJOR STEPS TO IMPLEMENTATION

**ONSITE VISIT:** This step is important during the initial implementation to 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 Validation Services Management team of QA professionals at your disposal for both writing and performing validations. The team can do as little or as much of this work as you require.

**GO LIVE:** We will do what it takes to ensure a smooth go-live experience.

### ASSURX PROFESSIONAL SERVICES PROVIDES:

- + Architecture Design
- + Configuration
- + Data Migration
- + Implementation
- + Installation
- + Integration
- + Mentoring
- + Process Development
- + Report Writing
- + Technical Support
- + Training
- + Upgrade Support

**BEYOND IMPLEMENTATION**

**Integration Services**

AssurX delivers flexible, secure, and reliable integration with your enterprise applications. Our solutions have been successfully integrated with 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. Our team works with your team to identify the right tools to meet your business and operational goals. We provide as little or 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.

**Custom Applications**

While the AssurX platform itself never needs to have customizations of the core code, in some cases, customers require custom tools to be built to help support their quality management needs. Many of our engineers are not only experienced AssurX platform experts but are well versed as traditional software programmers capable of creating virtually any application you would need. Some examples include custom web service consumers that utilize external system web services like Salesforce, custom integration applications that operate on a timed basis to pick up flat files and process them, and custom LDAP integrations.



**ABOUT ASSURX**

With decades of expertise built into our quality management and regulatory compliance software platform, AssurX helps companies maintain quality and compliance, streamline workflow, control risks and better manage any enterprise.

Our incredibly configurable software and deep understanding of users' needs produce a unique system that easily adapts as your business evolves. AssurX is an ideal partner for regulated companies looking for better operational control and efficiency while staying compliant.

**To learn more about how AssurX can help with your quality and regulatory compliance management needs, please call 1-888-9-ASSURX or connect with us online.**

AssurX's implementation methodology promotes a collaborative development environment from day one. This approach to partnership, along with a defined, proven, and repeatable implementation process greatly shortens system acceptance time, minimizes organizational disruption and maximizes user system adoption.

