

## Arbutus Professional Services

Experience You Can Trust

At Arbutus Software we believe a strong level of service is just as important as the capabilities we provide with our technology.

Arbutus is dedicated to the success of its customers and provides an array of services to help you successfully deploy and maintain Arbutus products and business solutions. Our clients have access to a world class group of technical support, training and consulting professionals who are ready to ensure that you effectively utilize all the technical power and business advantages that comes from Arbutus products.



### Technical Support

The Arbutus technical support team is committed to helping you maximize your use of the Arbutus products. We deliver on this commitment by providing:

1. Fast response times
2. Experienced, well trained technical support staff
3. Guidance on Best Practises when using Arbutus technology
4. New version upgrades

Your first year of Arbutus technical support is included for no additional cost when you acquire any Arbutus product.

### Training

Arbutus has a network of authorized trainers who are able to provide a comprehensive set of training options.

#### End User Training

Training from introductory to advanced is available as organizations progress from their initial introduction to Arbutus to making greater utilization of the product's capabilities.

#### Administrator Training

- › Defining all types of data
- › Setting up data access and analysis for end users
- › Setting up and controlling group usage
- › Implementation and data access issues on servers

## Consulting Services

Working side by side with our clients, Arbutus consultants provide years of experience and strong technical expertise with both the Arbutus technology as well as mainframe data. This allows your projects or implementations to progress smoothly while also allowing important knowledge transfer to take place with your key personnel.

Our consulting services can assist you in the more effective use and implementation of Arbutus products. These services include:

### Reasons to Use Arbutus Consulting

#### Addressing Data Access Challenges

- ▶ Work with your IT department or provider to access and define the correct data sources
- ▶ Stage disparate data files and databases into a centralized data store for improved performance and analysis
- ▶ Provide configuration and set-up assistance for Arbutus Data Engines

#### Custom development of Arbutus Procedures

- ▶ When your internal resources are unavailable or better used on other projects, our consultant can ensure a fast development and deployment of customized procedures or applications
- ▶ Automate various analysis and reporting

#### Perform Data Analysis

- ▶ On the direction of our clients our consultants can conduct advanced data analysis tasks
- ▶ Work with your team in developing required data analysis tests Mentoring your team in data analysis best practises when using Arbutus technology

#### Arbutus products implementation assistance

- ▶ The four Arbutus products: Arbutus Migrate, Connect, Query and Instant Warehouse are used to address various IT and business requirements. Our consultants work with your team to ensure an on-time and on budget implementation.
- ▶ Ensure that you gain immediate and on-going business value from your Arbutus technology investment

#### Initial Project Assessment

- ▶ For larger projects our consultants can become involved to conduct information gathering and initial data analysis for the purposes of providing a more detail scope of a project from an Arbutus technology perspective.



### Delivery of Consulting Services

#### By the hour

For smaller or initial assessment requirements, Arbutus consulting services can be utilized on a per hour basis

#### Block of consulting hours

Many times at the start of a project or implementation there is a general recognition of a need for outside assistance but, not a specific or complete understanding of when, where and how this assistance will be required. Arbutus provides the option of purchasing a block of prepaid consulting hours that can be drawn against as needed through out the project. This option provides a number of benefits including:

- ▶ Flexibility on when, where and how consulting resources are used
- ▶ Eliminates delay and uncertainty when requesting more funding for consulting hours
- ▶ Provides a fixed cost for budgeting and approval purposes
- ▶ Discounted hourly fee compared to by the hour services

#### Fixed Fee

For projects that are well defined and require a fix fee, Arbutus provides our consulting services on a fix fee basis. Our strong knowledge of Arbutus technology and industry experience allows our fixed fees to be very fair and price competitive.

Arbutus consultants have years of experience in using the Arbutus technology and are available to assist at any stage of your project. When our consultants become involved, your project timelines become our project timelines in ensuring an on-time and successful implementation of Arbutus technology.

**Arbutus**  
SOFTWARE

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