

Our Consulting Expertise

Based on our many years of experience in providing consulting services for and implementing IT management and knowledge-based service-management solutions, we've developed a goal-driven process model designed to ensure success. USU's customers benefit from our best practices and standardized consulting methods, which result in shorter implementation and project timelines. At the same time, experience gained in current projects is incorporated into this process model.

Our model for deploying USU KnowledgeCenter covers the following phases:

- **Advise:** Based on your specific project planning, we analyze the core processes in your call/service center to obtain an overview of the roles involved. This picture is then refined with a maturity-and-gap analysis.
- **Design:** Working with you, we determine such details as the project goals, project organization, timeframes, resources as well as the criteria for successful acceptance. After this, we prepare a detailed specialized and technical (functional) model.
- **Specify:** In this phase, the processes are described in detail along with the system architecture requirements as well as the hardware and software environment necessary for optimum support of the tools to be used. Roles, access rights and workflows are coordinated, the interfaces for data migration are specified and supporting reports are defined. The project's core team is trained to become fully familiar with the handling of the system.
- **Implement:** The solution is installed, configured and customized as needed. Interfaces are integrated and the data are transferred.

Tests are conducted to verify fulfillment of specialized and technical requirements and system operational capability. We also train and coach your users. Working with you, we achieve acceptance and approval/release for "going live".

- **Support:** At the start of regular operations, we'll support you on location so that our assistance is immediately available as needed. Thereafter, you can rely on the services of the USU Support Center in accordance with your maintenance/support contract and the terms of your service-level agreement (SLA).

USU Process Model



We're always ready and willing to help you, even after successful conclusion of the project!

Product Maintenance and Support

The maintenance/support contract concluded with us allows you to obtain assistance from the USU Support Center based on terms of the service-level agreement (SLA). In addition, to safeguard the value of your investment we not only offer you support for your USU standard software product, but we also support and review your individual customizations with respect to their potential optimization and further development. Our other available services include coaching of your staff to increase their usage expertise, transfer of service desk functions to the USU support center (outsourcing) as well as the monitoring and maintenance of your IT infrastructure, all the way up to even hosting your application. We'd be glad to provide detailed information on our support services and service packages.

Analyzing The Current Maturity Level of Your Processes

Our "Maturity Checks" are a good way to assess the current maturity level of your implemented processes. Our maturity-level analysis and assessment uncovers weak points in your system and recommends appropriate countermeasures. You can find more information about this option in our "Maturity Check" flyers.

Product Training and Special Seminars

Our training center offers a full program of additional product training for users and system administrators as well as specialized seminars and workshops for expert and executive personnel in IT and related specialist areas. You can find more information about this option on our website or in our "Training Center" flyer.

Be sure to take advantage of our consulting expertise along with implementation, service, support and training options - all from one source!