

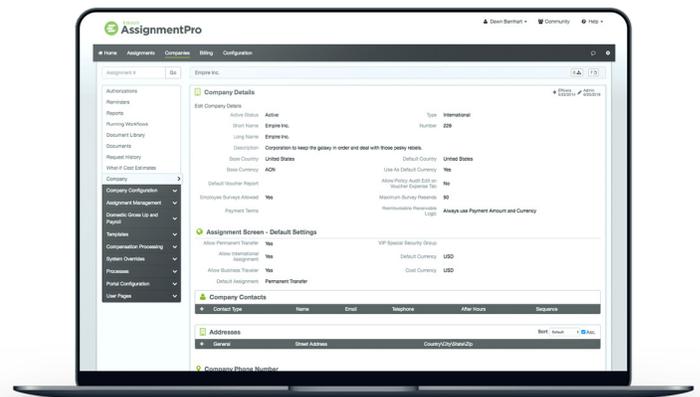
Enhanced Support Model



The Right Skills at the Right Time

There's more that you can do to optimize your AssignmentPro deployment - major projects to complete, workflows to automate, familiar features you want to do more with, and new features you want to explore. But oftentimes competing priorities, budget issues, staffing challenges, and more, are roadblocks in your way.

The Equus Enhanced Support Model helps you overcome those challenges by providing you with a trained and experienced Equus resource that will partner with you to achieve your AssignmentPro objectives. With a full menu of post-implementation support options, we can help you bridge any expertise or resourcing gaps that have been holding you back.



Designed specifically to expand, extend, or update your use of standard AssignmentPro functionality, the Equus Enhanced Support Model begins only after your Implementation Services have been completed and does not cover any type of custom software development.

Support Designed to Meet Your Specific Needs

With Equus' Enhanced Support, we will work with you to tailor the engagement to your organizations' specific needs. Support options include:

Technology Consulting

Your GM ecosystem is complex and technology plays a key role in streamlining your program. Our experts will do a complete system review to ensure you are leveraging your AssignmentPro deployment to its fullest – from basic architecture, to policy redesign, and even integrations with other systems.

Client Training

It's important for all AssignmentPro users to have role-appropriate familiarity with the system and its features. A dedicated Equus expert can ensure that all users receive the training they need to easily and effectively perform their day-to-day responsibilities.

Feature Adoption

When you don't have the time, resources or know how to implement new AssignmentPro features, let Equus do the work for you. A dedicated resource will scope and deliver the new feature, as well as help test, document and train your team on the new capabilities.

Feature Optimization

As your GM program evolves, there are new opportunities to leverage more of AssignmentPro's robust features. Enlist the help of Equus expert's help you explore existing features and find new ways to create more efficiency and visibility for your program.

Process Documentation

Documentation is key to ensure best practices are being followed and key stakeholders and employees are getting the information they need. Equus resources can help document your GM processes to keep your program running smoothly and consistently.

Contact Your Client Solutions Manager to Learn More