

# Global Consulting Services for Professional Services Organisations





**04** Introducing Global Consulting Services

**06** Implement

**07** Train

**08** Support

**10** Optimise

**11** Upgrade

Global Consulting Services  
for Professional Services  
Organisations

Know more.  
Do more.

# Introducing Global Consulting Services

Know more.  
Do more.  
Profit more.

Our goal is to deliver outstanding products and services designed specifically for Professional Services organisations.

## Improve your performance and advance your mission

By providing solutions that helps you enhance project and resource performance while streamlining your company's end-to-end business processes, our goal is to help you to know more and do more. Deltek delivers these solutions by complementing our suite of enterprise software solutions with a rich portfolio of services including Implementation, Training, Support, Optimisation, and Upgrade services.

Deltek Global Consulting Services helps to optimise your people, processes, and technology allowing you to attain your desired results, as well as sustain a long-term competitive advantage in the marketplace.

Partner with Deltek to:

- Extend the capabilities of your chosen solutions to accommodate your unique business practices
- Empower you with the knowledge and information to maximise efficiencies and ensure alignment around common goals
- Optimise your investment for greater long and short-term returns



## We know your business and your people

The primary objective of the Account Manager role is to provide quality service to you, be a client advocate and owner of your account, be an advisor on Deltek policies and procedures, and to maintain proactive post-sales contact with you in order to facilitate a positive, productive, long-term relationship between you and Deltek.

It is our job and our passion to know your business and your people! We are

interested in having contact with people in various roles throughout your company that use and interact with your solutions. Please work through your Deltek Account Manager to regularly ensure that we have accurate and complete contact information for your company within our systems. This will ensure that we can get the right information to each contact to ensure they maximise everything that Deltek and our solutions have to offer.

Remember, Account Managers are your conduit to anything Deltek!

### When to contact your Account Manager:

- Anytime you don't know where to turn at Deltek to find an answer to your question or concern. Your Account Manager will have the resources available to track down the contacts and the answers.
- When you'd like information on a new module to add to your current license
- When you need to expand your license
- When you have a question about a Deltek invoice
- When you have questions about new Deltek software releases
- You want to update your company's contact in the Deltek Customer Relationship Management system.
- When you need help registering for Deltek Insight User Conference
- To answer any questions on Deltek User Groups
- When you have either positive or constructive feedback
- When you want to join the cutting edge Beta program
- Anytime!

# Implement

## PEAK Implementation

### Maximising ROI

Deltek solution implementation services maximises the return on your investment. By providing best-practice consulting and project management services, we can help you quickly implement and leverage the full capabilities of your solutions.

Our experienced business consultants deliver the skills and knowledge to promote end-user acceptance throughout your organisation, while helping to drive the results needed to ensure success.

Leveraging our implementation services can:

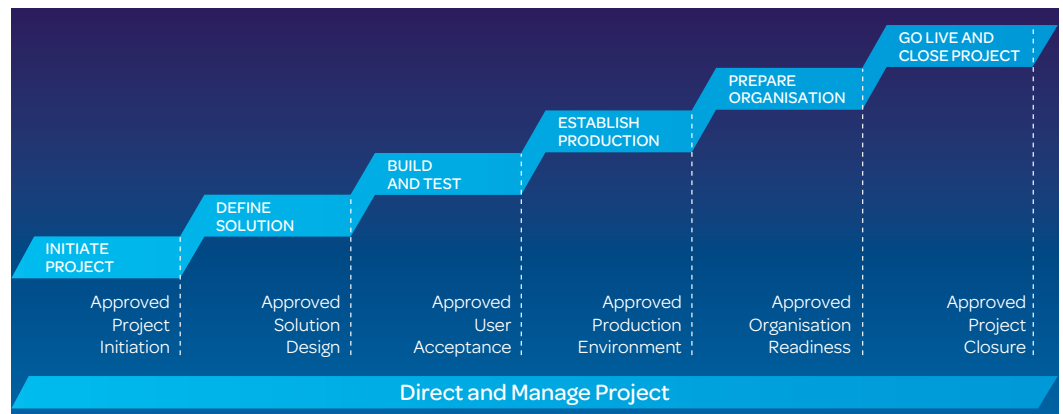
- Reduce their overall time to benefit
- Increase effective user adoption
- Mitigate the risk of implementing or migrating your solution

### PEAK Implementation Process Model

Deltek’s implementation methodology is based on more than 20 years of experience implementing enterprise solutions in Professional Service Firms. The methodology is called PEAK Implementation.

PEAK Implementation consists of a structured process model and an elaborate collection of guidelines and templates supporting implementations following the process model.

PEAK Implementation serves as a scalable framework for implementations. This means that the processes, the themes and the tools provided by PEAK Implementation are relevant for all types of implementations, and must be considered at all times, but the actual usage may be defined by project complexity, client ambitions, and project team experience.



# Train

One of the most important indicators of the success of a software implementation is the ability of employees to readily adapt to new products and processes.

## Give your people the information edge

Education is the foundation for building the necessary knowledge and skills to achieve this goal. Deltek University provides education to maximise your investment and minimise project risk. We have over two decades of experience of providing consistent, high quality education, with a commitment to make you successful.

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- Implement solutions faster at reduced cost
  - Mitigate project and business risks
  - Decrease support costs with faster acceptance among users
  - Achieve operational excellence and growth
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## Change management

For organisations implementing a new Deltek solution, Deltek University can provide a scalable, cost-effective organisational change management solution that delivers higher user adoption. Because our consultants are tightly integrated with the implementation team at every project milestone, management of just one team is needed, freeing you from overseeing external vendors and internal employees, and thus saving you significant effort.

From project initiation to go-live and stabilization, no one understands a Deltek implementation like we do. We'll work with you to craft the right solution for your implementation—large or small—to accommodate your exact needs at a savings that comes with the benefit of an integrated team.

## The result: a successful implementation

With Deltek University's Organisational Change Management approach, your leadership, management, and employees will be well-informed about the project with customised communications throughout the implementation, including the "what's in it for me" messaging.

> Learn more.

[deltek.com/university](https://deltek.com/university)

# Support

> Learn more.

[deltek.com/customer-care](https://deltek.com/customer-care)

Effective and reliable customer care can make all the difference in your ability to compete effectively and grow your project-based business.

## Discover the full value of our support offering

We realise that our success is mutual. When you invest in Deltek software solutions to meet your business requirements, we know you entrust a significant part of your success to us - and we take that very seriously. You expect timely, high-quality support for your mission-critical software. When an issue arises, you need to ensure productivity is maintained and that your team has all of the tools they need to meet milestones on schedule.

Our experienced support personnel, with more than 20 years of industry and client-side experience, utilise our advanced diagnostic tools and proven support procedures to identify and isolate issues quickly, so that your systems are consistently operating at high availability with minimal disruption.

## Three levels of Customer Care

We provide three levels of support depending on your organisation's requirements.

### Standard Care

Standard Care is designed for organisations that have less complex installation and require minimal support assistance. It provides 24x7 access to online support resources, regular product updates and maintenance releases, and 8 hours of telephone product support Monday through Friday.

### Premium Care

Premium Care is for enterprise organisations that require more frequent contact and provides 24x7 access to online support resources, regular product updates and maintenance releases, and 12 hours of telephone product support Monday through Friday.

### Select Care

Select Care is for organisations requiring a more personalised approach to support a sophisticated user-base and global enterprise environment. It provides additional support services including enhanced response times, increased access to our support analysts, and a dedicated Select Sr. Advisor who will proactively manage support services throughout your relationship with us.



# Optimise

Know more.  
Do more.  
**Optimise more.**

## **Take your business to the next level**

Since you implemented your Deltek enterprise solution, your business may have changed. This might be for internal reasons: introducing new business lines, organisational restructuring, and/or mergers and acquisitions. Equally, external factors, such as new regulations, can have an impact on your business and thus on your use of your business solution.

Your Deltek solutions must grow with your business and adapt to changing requirements if you are to reap its full value.

Deltek Global Consulting Services taps the deepest level of project-focused expertise and examines your business processes, application usage, reporting and more. Clients benefit from improved reporting and information-sharing, increased and advanced user adoption, and streamlined operations.

## **PEAK Business Solution Optimisation**

The PEAK Business Solution Optimisation is a consulting service that takes you through a comprehensive review of your Organisations current business solution and provides clear recommendations on how to improve and optimise its use.

Based on the analysis, we can offer a detailed plan that can subsequently assist in the implementation of better practices.

Overall, the PEAK Business Solution Optimisation can help you to implement more efficient work processes at all levels of your business, and better operational visibility throughout your organisation.

# Upgrade

An upgrade of your Deltek solutions is little more than a routine operation for our experienced business and technical consultants. The upgrade process has been streamlined after countless upgrades during our 20 years in the Professional Services industry, which means a minimum of hassle for your business.

## Top 5 reasons to upgrade

### Access to new product features and best practices

Upgrade your solution to gain access to business processes that fit your organisation perfectly. Deltek has kept developing its enterprise solutions for more than 20 years to make sure that our solutions grow at the same pace as yours. Best practices evolve over time and we always strive to offer a fully up-dated solution that reflects the smartest way to do business in your particular industry segment.

### Ensure compatibility

Most Professional Services Organisations use a wide range of software tools to run their business. By up-grading your Deltek solutions, you will not only gain access to the latest technology; you also secure compatibility with a wide range of third-party software to ensure a safe and high-performance technical environment.

### Improved support

In order to ensure a high level of support, only the latest versions of Deltek solutions are fully supported. By keeping your software solutions up-to-date, you are guaranteed a fast and qualified response to your support query.

### Review of your existing solution and recommendations

During the upgrade, our business consultants thoroughly analyses your existing solution and the way you do business to identify potential improvements and the optimal upgrade path. Based on this analysis, we present our recommendations for how you can optimise the return on your investment.

### Replace custom code

Deltek's "Best Practice" philosophy means that many enhancements are driven by client feedback. Hence, a Deltek upgrade may allow you to "clean up" your old custom code, thereby increasing software system performance and decreasing support and maintenance cost.

PEAK  
Upgrade

Deltek (Nasdaq: PROJ) is the leading global provider of enterprise software and information solutions for professional services firms, government contractors, and government agencies. For decades, we have delivered actionable insight that empowers our customers to unlock their business potential. Over 14,500 organisations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimise resources, streamline operations, and deliver more profitable projects. Deltek – Know more. Do more.®  
deltek.com