

Professional Services

The Apprise® Professional Services team provides comprehensive process reviews, consulting, expert training, implementation, and responsive support to help optimise your ERP implementation and ROI. Our deep industry expertise and world-class distribution solution delivers best practice solutions uniquely tailored to your business needs, so you can reduce costs, improve efficiencies, and enhance revenues to grow your profitability.

Value-added partnership

Leverage our industry expertise and best-practices knowledge to identify areas for business process improvements. Gain efficiencies by implementing world-class distribution techniques that can enhance your business procedures and streamline your workflows. Our collaborative pre-implementation planning and consulting ensure project goal alignment and a mutual commitment to success across your organisation and ours. Experience a seamless, on-time implementation with comprehensive user and technical training and business process reviews that keep you informed of industry trends and best-practice methodologies.

Flexible tools and support

Uniquely tailored consulting and training help maximise your business benefits from ongoing feature enhancements and release upgrades. Submit and track product or service enquiries in real-time with flexible help desk or online support. Access the latest news, information and feature release notes from the online Apprise® Care site. Quickly resolve product questions with on-demand answers from extensive online product help. Keep your critical business operations functional with robust system maintenance, back-up and disaster recovery options.

Deep business insight

Our unique approach to needs analysis results in deep insight into your business processes and capabilities—enabling individually tailored procedure and workflow implementations that improve business performance, increase returns, and deliver competitive advantage, as well as fit your budget. Ongoing consulting and business process improvements ensure your operations stay ahead of changing customer and supplier requirements. Continuous product innovation delivers leading tools and capabilities that address emerging industry standards. Custom modifications are available if needed, helping you optimise your solution for maximum advantage.

Tap our Professional Services team for expert implementation and training, best practices, consulting, programming and risk management solutions.

Expert best-practices consulting, training and implementation

- > Business process and needs analysis reviews– collaborative evaluation of current procedures and workflows
- > Best-practices recommendations–process and workflow improvements based on current processes, organisational capabilities, business needs, and industry best practices
- > Implementation work plan–mapping of agreed-to processes, structures, responsible parties, and timelines
- > Data conversion and testing–assistance with mapping of your existing data into Apprise® ERP testing and validation of converted data accuracy
- > Training–end-user and technical training utilising your converted data and specific online exercises to ensure audience relevance and training success
- > Pre-live testing and go-live preparedness and support–final testing of your data and processes to ensure solution readiness; complete go-live support as you move to full production within the new Apprise ERP system

Post-implementation support

- > Product enquiry support–submission, status, reporting and resolution
- > Global support–Choose from 9-hour, 12-hour or 24-hour live Help Desk options
- > Web-based support–available through secure Apprise® Care site
- > Online product help–on-demand product support from within the Apprise ERP application

Ongoing training and consulting

- > Follow up training–post implementation; on site or remote delivery; focused sessions to leverage solution capabilities for continued productivity improvements
- > Upgrade consulting, implementation, and training–for latest features and/or releases
- > Operational and business process improvement consulting–collaborative business process reviews;ongoing best practices recommendations and implementation

Programming

- > Product enhancements–quotes, development, testing, deployment and support of custom capabilities
- > Customer developed code–source code available for customer development

System risk management solutions

- > System monitoring and management–proactive system performance monitoring and tuning
- > Online database back-up services–real-time database back-ups and storage via secured connectivity
- > Disaster recovery services–centre with “warm spare” hardware, applications and data

Making your supply chain better, so you can run a better business

Apprise is focused on solving the unique supply chain challenges of consumer goods manufacturers, importers and distributors. With industry-specific ERP software and a global team that understands your business, helping our clients achieve more is what we do best.

For more information, visit us at apprise.com.au or email us at marketing-australia@apprise.com.



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