



SustainNet's Professional Services

gives you the edge with your StakeTracker® solution

Our Professional Services Division now offers you a wide range of services, from ongoing training to the complete outsourcing of your stakeholder data entry, database management and regulatory reporting, as well as other service offerings to help you realize the most value from your software investment.

"We will do what it takes to help you succeed!"

Nobody knows StakeTracker like we do! With over 110 customers, 700+ projects and many thousands of users, and deployed in different languages in more than 10 countries, we certainly know what it takes to make our customers successful.



Our service team draws from the experience, talents, and the abilities of the people who develop and support StakeTracker, Canada's most widely-used **Stakeholder Information Management Solution**, helping you experience the most worry-free implementation, roll-out and adoption possible.

You can also maximize your proficiency with StakeTracker's information management platform from simply taking an end-user training course to completing the new *Certified StakeTracker Administrator* training.

Our team is here to help your team

We want our customers to succeed. Whether you've deployed StakeTracker for a single project, or for multiple projects and looking to improve your system, our Professional Services team can help.

By taking advantage of SustainNet Professional Services, you can be confident your deployment will be designed, validated, implemented and supported by field-proven experts in accordance with industry best practices and standards.

With each SustainNet Professional Service engagement, a Consultant is assigned to your project to help guide the process of planning, designing and delivery of the assignment to the needs and capabilities of your organization to meet the desired outcomes and objectives.

Each project will be scoped and documented in a Statement of Work (SOW), which describes the objectives of the project and provides a detailed list of tasks necessary to accomplish the objectives. The SOW serves as the SustainNet Consultant's roadmap or checklist as they work through completing the objectives of the project.



1-800-763-1686
www.sustainet.com



Find out about how our professional services can ensure increased success and adoption of your StakeTracker investment at www.sustainet.com

Protocol Document Development

This is the single most important document that ultimately determines the success of the implementation of StakeTracker. It brings together the internal consultation processes specific to each customer, department work flows, informational needs and reporting needs into a single information management document that users need to intimately know before being able to enter data into StakeTracker in a consistent way.

Data Review and Auditing

The second most important aspect of implementing StakeTracker, is to determine whether users are in fact following the protocols developed. One of the main reasons software gets a bad name and into 'chaos' is often because users (particularly new and untrained users) develop their own ways of doing things. We therefore recommend periodic data reviews and auditing against these protocols and implementing the recommendations to maintain correct data entry behaviours.

System Review and Re-configuration

When StakeTracker has been used for a while, and where processes may have changed, or if you have never had us review the way you are using the system in your environment, a System Review and Re-configuration can bring to light opportunities for improving your operations, and getting what you want out of StakeTracker. Having well thought out, correctly defined "core/master data" and a cleanly configured database is key to operating efficiently and effectively.

Data Entry Services

Often organizations go through times of reduced staff, or users just don't have 'enough time in the day' to enter their data timeously into StakeTracker to meet reporting deadlines. Our team of data entry staff know StakeTracker 'like the back of their hand' and will gladly take your notes, spreadsheets, and documents and quickly and efficiently do the manual data entry work and reporting for you.

Data Migration/Import

Our data migration/import experts can analyze your data from legacy systems or spreadsheets and propose a plan to migrate/import the information into StakeTracker, with little or no down-time for your operation. Also, if you have gathered volumes of data in various formats over the years, then we can provide 'not to exceed' estimates for this import work based on sample data provided.

Routine Reporting and Custom Report Development

StakeTracker offers an array of reports and powerful features; however you may yet discover a reporting need that isn't covered by the system's standard reports. We will happily create the reports you need through the integrated report writer at no cost, or by developing custom designed reports (which go beyond the scope of our standard report writers' capability).

Integration Services

An excellent way to increase efficiency and save time and avoid the duplication of information required by other internal systems, is to share the data with related web-based products through a StakeTracker Web API. Through our Integration Services, SustainNet's experts will consult with you on the goals of the project and the target system and then design and install the solution to transfer the data across as required.

End-User and Administrator Training

Staff turnover, changes in business processes or the implementation of major new releases or modules of StakeTracker are situations where additional end-user and database administration training is very beneficial, and highly recommended. Most users tend to use a very limited range of StakeTracker's functionality, and ongoing training is a way of ensuring that users have the skills to do an increasingly better job of capturing what is required by the organization.

We offer various onsite and online training options so that you can gain the skills required when and where it's most convenient for you.

Why not consider adding a StakeTracker specialist to your team?

Having a Technical Account Manager (TAM) is like gaining an extra IT team member onsite, without increasing headcount. You benefit from a helpful, personable expert with specialized knowledge of StakeTracker, and with direct access to the engineers who developed them, for a day or more per week/month...your choice!

Customers can leverage the experience and expertise of the SustainNet Professional Services team to ensure their deployment and ongoing use goes as smoothly as possible.

Let SustainNet's Professional Services help give you the edge. Simply contact SustainNet at **1-800-763-1686** or services@sustainet.com



SustainNet Software International Inc.
200 - 322 Water Street
Vancouver, BC, V6B 1B6

Office Phone: **604-717-4327**
Toll Free: 1-800-763-1686
Fax: 604-736-9531
Email: services@sustainet.com

www.sustainet.com