

Training, Implementation and Support

With a wealth of industry experience, our training and implementation team guide and advise you through our PRiME (Projects in a Managed Environment) methodology, used to manage your project from sale to go-live.

On-site Training Facilities - Chesterfield (pictured below) and London



Our dedicated Support Department, collectively, offer over 100 years' experience.

Implementation

PRIME (PROJECTS IN A MANAGED ENVIRONMENT) - Chosen through experience the PRiME methodology has been adopted to ensure you get the best possible return on your investment.

The various stages encompass:

- Establishment of a project team
- Detailed business process analysis
- System Configuration
- IT Engineering Services
- Installation of Test System
- Data Conversion
- Training
- Document Design/Stationery
- On-site go-live assistance and support

Each section has a staged approach detailing tasks that both parties must complete before moving on in the process.

Training

Training plays a key role during implementation to ensure you get the most out of the system.

TRAIN THE TRAINER - In order to minimise disruption within your business, we have found equipping key members of your staff with the knowledge and ability to train internally is the most cost-effective method - however if preferred we will also deliver end-user training.

MODULAR BASED TRAINING allows the relevant members of staff to be trained on the areas of Merlin they'll be required to use in order to perform the job role.

ONGOING TRAINING - Training isn't just available to you during Implementation - ongoing, refresher and new user training can be organised at any time for a nominal fee.

Chose from having training at your premises or at our training facilities in Chesterfield and London.

Support

DEDICATED ASSISTANCE - We fully appreciate the stresses a change in software can bring - therefore in order to give you the support you'll require during the first couple of weeks, post go-live, you are assigned the dedicated assistance of a client services manager.

ONGOING SUPPORT - Available 9am until 5pm Monday to Friday, the Support Team are on hand to offer assistance with any technical issues that arise.

Once logged, calls are assessed, prioritised and assigned to the technician who is deemed best to service your issue(s).

SPECIALIST SUPPORT - In addition to our Software Technicians, there is always a Duty Trainer and Duty Engineer available to ensure all issues can be resolved as quickly as possible.

Key Features ...

PRiME

Our preferred, proven implementation methodology, with a staged approach of tasks and activities for both parties to complete.

Train on your own data

Installation of your own test system allows you to train on data relevant to you.

Remote support

Our Support Team is fully trained to remotely access your PC and help resolve your issue.

Modular based training

Train your staff on the relevant modules they need to perform their role.

Train the trainer

Equip key personnel with the knowledge and ability to train internally.

On-site go-live assistance

Alongside the training and support leading up to the change over, we'll have staff on-site to help you through your go-live.

