



# Optional Services

*PROJECT in a box has been designed to be easy to use and simple for you to personalise. To get the most out of your system though we have a range of supporting services you might like to consider.*



**PROJECT in a box**

*"Your own Project Support Office"*

We don't believe you should have to buy our services to use your software and we have developed it so you can personalise it extensively and even customise your Method Templates yourself.

However, for those customers who would like assistance in implementation either with training or consultancy we are delighted to provide a range of services to help achieve their objectives.

*"When considering software from a vendor to be implemented in a large organisation, several factors should be taken into consideration (cost, flexibility, support, reliability, etc). The products and services provided by Prosis are first class. I was very impressed by the software's flexibility to be tailored to our needs and would definitely recommend Project in a Box as the number one choice."* – **Lino Rangel, Consultant, St George's Trust**

## **PROJECT in a box Training**

We can provide product skills training in a number of configurations to suit each customer's particular requirements.

- Classroom training courses – delivered on the customers premises from a standard agenda or modified to fit particular needs. Usually £1,000 per day plus vat, T&S and materials
- Remote tutorials – delivered via web meeting, intensive one to one training in an interactive environment to meet particular user requirements. Also very popular with Personal Version customers at £100 per hour plus vat.

## **Methodology Training**

We have a good relationship with many of the leading PRINCE2 and MSP training organisations in the UK and key overseas markets and it is quite common for our software customers to ask us to source methodology training for them as part of a solution. We commonly source:

- Supported Distance Learning courses, some of which can be examined on-line
- Places on public classroom training courses
- In-company dedicated courses

In collaboration with our partners we also run in company solutions courses which can introduce your project teams to a methodology like PRINCE2 and to the software used to deliver it. These are non examined and are popular in organisations implementing where a few PMs are PRINCE2 trained but their team members are not.

## **Implementation support**

A significant amount of implementation support is provided for free as part of the software support arrangements including extensive documentation and access to our help desk who can answer questions, talk you through actions and even undertake responses for you with our remote support capability.

We can attend site and undertake specific support activities for you and this can be undertaken on a day rate basis although it is rarely required.

The most common request we get from customers is to help them personalise or customise their method templates and sometimes even to help them build their own bespoke method.

When it comes to methodology work we always try to encourage customers to do as much of this as they can/or feel comfortable with as they will then have an ongoing ownership of the methods and be able to keep them fresh and relevant as their requirements evolve over the coming years. There are three scenarios where we work closely with customers around their methods:

**Quality check** – a free service under our support arrangements. One of our consultants will look over your submitted method templates and then talk them through with you to make sure you are making use of all the Method Template and Method Manager capabilities.

**Getting you started** – typically run like a workshop we will show you how to use Method Manager by helping you through personalising a Method Template to your requirements. A single day workshop is £1,000 (+vat and T&S) with following days £750/day (+vat and T&S)

**Manual to Method Template conversion** – this is when a customer already has a well understood and documented process methodology for projects and or programmes and they want to make this an electronic process. We take the customer's existing project management manual and convert it into a Method template. This can include templates, notes, guidance materials, links to other parts of the QMS etc as required. Usually this requires several meetings with the customer (web or face to face) with the majority of the work being done in our offices. Rates are £750/day (+vat and T&S).



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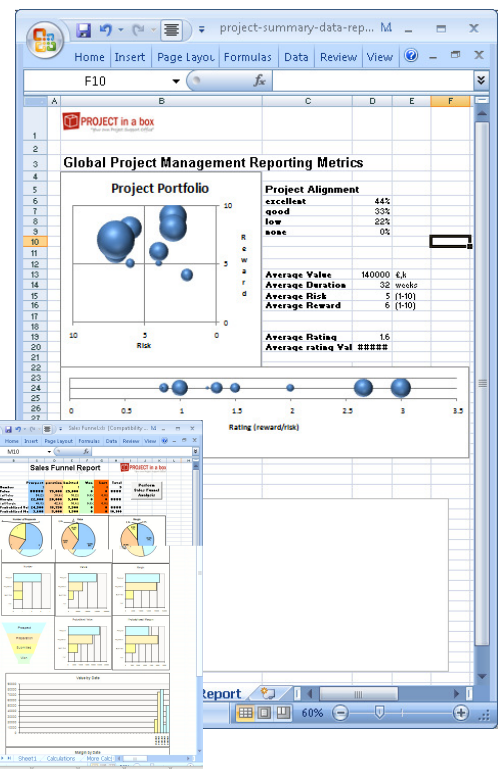
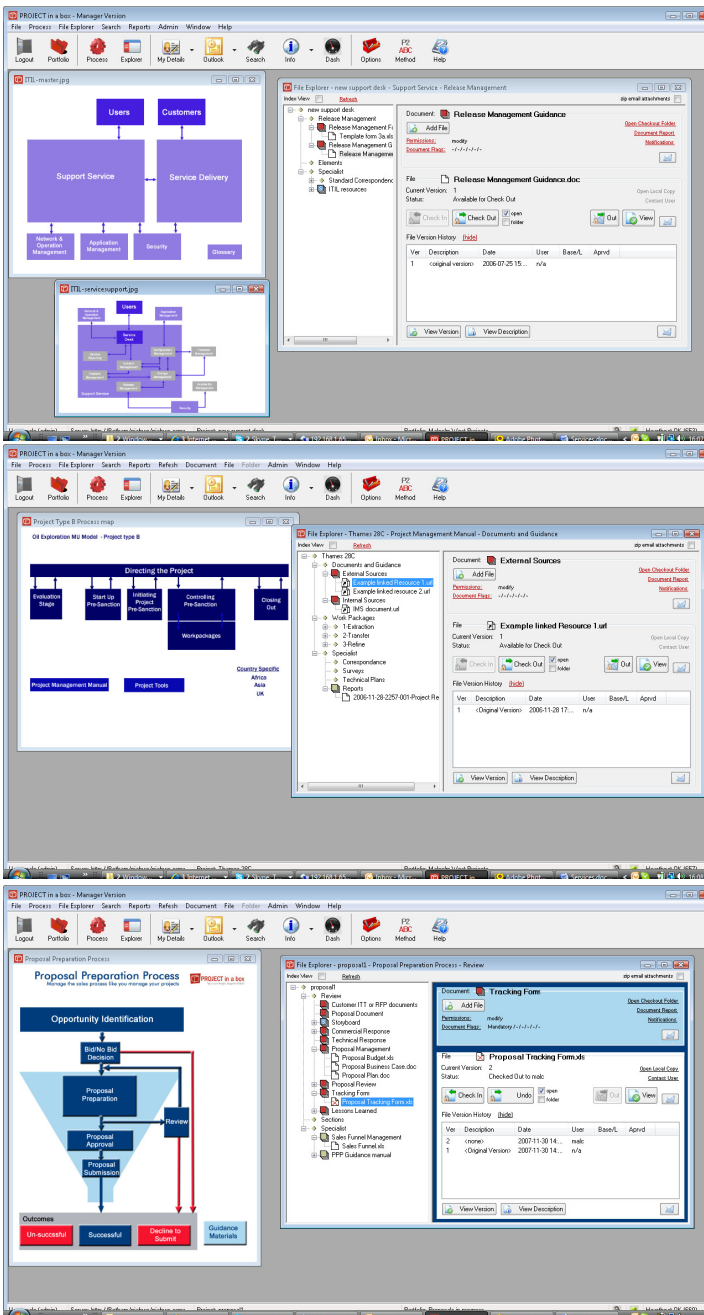
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When we assist customers with methodology customisation or personalisation the work is commercial in confidence and accordingly we cannot reproduce those here. The examples shown here are instead mock ups and demonstration versions.

Reports can also be customised in both banding, style and graphics as well as content to match the particular requirements.



So what are you waiting for?

Contact us to discuss your requirements today and we can help you satisfy your objectives.

