IN PREMIER SUPPORT SERVICES

STRATEGIC ADVISORY
Provide insight, expertise and best practices to maximize your investment in a grant management platform and other technologies. We share our experience from numerous implementations and provide guidance on integrations, solution extensions as well as your existing platform.

CHANGE & CONFIGURATION MANAGEMENT
Provide a collaboration tool to ensure changes are documented, prioritized and triaged in an agile manner, in order to meet stakeholder needs. Optimize the user experience by efficiently tracking and managing changes.
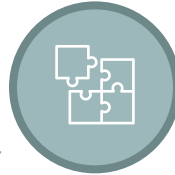
INTEGRATION
To maximize efficiency and effectiveness through interconnectivity of data and software systems. We work with market leading APIs to provide flexible solutions, leveraging different integration approaches.

TESTING
To ensure that critical functions and unique use cases are working as expected. Will provide automated and repeatable test scripts that are relevant to a client's unique configuration and data. Testing will be leveraged during and after the implementation process.

DATA SERVICES
To maximize the use of data throughout the organization to improve decision making, metrics monitoring and to support learning and evaluation. We build interoperability between grants, financial, budgeting and CRM through batch methods, real-time API and middleware approaches. We assist with migrating and validating data migration from legacy systems as well as leverage a variety of reporting solutions.

TRAINING
To ensure adoption rates are maximized with your user community, and technical/administrative staff are proficient and productive in supporting the grant management platform. We offer formal instruction as well as mentoring and workshops.

HELPDESK
Provide helpdesk support, including ticketing and resolution, for grantees, applicants, reviewers and internal staff. We provide the infrastructure, which includes a portal for submitting tickets as well as a repository to manage and measure resolutions and overall quality. We also provide live support Monday-Friday from 8am-6pm EDT.