



Our Services

Providing Value Worldwide

MAXIMIZE CUSTOMER ROI

Our services team works to provide a world class solution and extensive training to increase our customer's return on investment

User-friendly,
process-improving,
best-of-breed

IMPLEMENTATION, INTEGRATION, SOFTWARE DEVELOPMENT, TRAINING

Our services team draws upon years of software and logistics experience to deliver a user-friendly, process-improving software solution. Our professional services teams have instilled a rigorous, yet flexible, process orientation program for software installation and integration. The services team looks beyond the application software to find inefficiencies, waste, and other non-value added processes that affect business operations. They apply best-of-breed deployment and integration methods, creating true business value and a competitive advantage for the customer.

IMPLEMENTATION SERVICES

Complex, enterprise implementations by the services team take months, not years. The services team uses a repeatable implementation methodology that results in the most efficient use of the customer's time, combined with a proven data conversion approach, to ensure the correct data is migrated.

OUR TYPICAL IMPLEMENTATION

- Planning and Mobilization
- Site Survey and Process Audit - establish "as-is" process baseline
- Blueprint Design - map future business processes to the software
- Data Conversion and Mapping - ensures correct data migration
- Installation of Generic System
- Final System Configuration / Customization
- Modular and Custom Training - for advanced and general users
- Data Conversion Execution
- Acceptance Testing
- Go-Live
- Post Go-Live Support

INTEGRATION SERVICES

Our truly unique integration capability enables the best functionality of different software applications to be combined into one solution. Industry leaders use this "best-of-breed" approach to leverage multiple software applications to create the most effective and efficient

solution, resulting in the elimination of duplicate data entry. Our integration services team is unmatched in its ability to tightly weave our products together with other enterprise systems, including specialized systems, ERP systems, custom in-house systems, and legacy character-based applications. Our Service Oriented Architecture (SOA) further facilitates the capture and management of conditioned-based maintenance (CBM) and Health and Usage Monitoring Systems (HUMS) data.

Additionally, the integration services team minimizes business disruption by allowing customers to run their existing legacy systems in conjunction with the GOLDesp™ product suite. We can implement the system in a phased approach, rather than replacing many legacy systems at once.

SOFTWARE DEVELOPMENT SERVICES

We offer full software development services for on-time, on-budget custom product extensions or completely new applications. We rapidly deliver software using agile processes and industry standards such as UML and RUP. Our customers gain a

competitive advantage with our custom applications, as proven by our successful long term partnerships.

We foster a culture of continuous process improvement with software engineering and installation services teams. Our engineers conduct quality assurance practices throughout the development life-cycle. The installation services teams conduct automated regression testing and development for customers on-site, and utilize user group validation to ensure quality control. We provide comprehensive project management services to ensure that the application is seamlessly integrated into the customer's environment.

TRAINING SERVICES

To maximize customer return on investment, our training services team conducts rigorous training before, during, and after the initial installation. The modular and customizable training approach is adapted to meet the customer's requirements. Whether they train thousands of users across the enterprise or a handful of system administrators, the team ensures training objectives are met.



Seamlessly integrated into customer's environment

MINIMIZE BUSINESS DISRUPTION BY ALLOWING CUSTOMERS TO RUN THEIR EXISTING LEGACY SYSTEMS IN CONJUNCTION

