

Professional Services by Administrate

Your Tailored Success Strategy

Introducing Adminstrate Professional Services

At Adminstrate, we're built on team. That's why we actively invest, protect, and improve our teams every day. Adminstrate Professional Services offers our customers a way of tapping into our highly specialised teams, with two packages to help get you moving at speed.

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Two Paths to Success

Your Options

There are two routes you can choose for Administrate Professional Services. Both are outstanding options to make sure you get up and running quickly with a modern training operation designed for success. The choice you make will reflect your organisation and the resources and skillset it can devote to this project.

Full Service Option

Administrate will perform the bulk of the work (including system design and solution engineering) for you, while you focus on running your operation. Our Full Service option typically involves:

- Business Process Consulting
- Advanced Implementation
- Integration Service

Supporting Service

Your team will take the lead on design and many custom software construction pieces, but we will be available for implementation and comprehensive technical support. Our Supporting Service option typically involves:

- Advanced Implementation
- Advanced Tech Support

Offerings

Advanced Implementation

For more about our Implementation process and how it works, [click here](#). We offer two different options, but if you're considering using Administrate Professional Services, our advanced option is the appropriate choice.

Components:

- Implementation Guide
- Administrate University
- Launch Call (for introductions and handover from sales)
- Discovery Call (to learn about your operation)
- Weekly Status Call (as agreed)
- 1 custom certificate
- 1 custom evaluation form
- Up to fifteen one hour question and guidance calls from an Implementation Manager covering any of the following areas:
 1. General Setup and Configuration
 2. Accounts/Contacts
 3. Courses
 4. Events
 5. Communications
 6. Students
 7. Financing and Payments
 8. Sales Opportunities
 9. Marketing
 10. Student Portal (LMS)
 11. Web Integration
 12. Reporting

It's a really hot implementation team, really, really good

Kevin Streater

Director, Global Training Sales



Business Process Consulting

Overview

Administrate will deploy a team of business process experts, who understand the training industry, to help you determine the best way to run your operation. This service is ideal for organisations who lack the time or internal resources to conduct a full audit of their technical and operational landscape, yet want to ensure they're running an efficient operation rooted in best practices. Our Business Process Consulting is usually the first step we take prior to suggesting a comprehensive solution that may involve several integrations with other products and services.

How it Works

- We agree on a scope of services and a timeframe for discovery. Usually discovery takes a few days to a few weeks, depending on the size of the organisation.
- We decide on whether this will be conducted onsite or offsite based on your timeline and both of our teams' availability.
- We work with your team to map out a view of what the processes within your organisation look like today, and what they should ideally look like.
- Along with your team we plan out a phased approach on how to close the gap between the current state and the desired state of business processes in your organisation.

Expected Outcome

At the end of our engagement, your organisation can expect three deliverables:

- Current process diagram of your organisation for all major workflows.
- Process diagram of what the future looks like, including Administrate and any complimentary services or tools.
- A plan and costing for how to close the gap identified.

Integration Service

Overview

Need to hook Administrate up to a 3rd party tool or service? We will work with you to design, develop, and implement a comprehensive integration with any compatible service offering out there. Our integration service may involve setting up one of our existing 3rd Party Integrations or constructing a new integration that may become part of the standard Administrate suite of integrations.

How it Works

If you need to use one of our existing, standard integrations with an external system, we can provide you an estimate in terms of time and cost as to what the project will include, and how the integration will function.

For those integrations with systems or services which Administrate does not support already, we'll need to work with you to understand what's required, and how to add the newly required integration to our suite.

Expected Outcome

A well integrated system of the key tools and systems your organisation needs to operate, backed by ongoing support from Administrate.

We were looking for a software package that would basically merge everything. Administrate did that and had the ability to automate our processes, that's what really attracted me.

Angelo Garcia III
CEO



Advanced Tech Support

Overview

Use our Advanced Tech Support offering to supplement your internal or outsourced resources with specific questions that pertain to Administrate and our API. You'll receive direct access to qualified technologists to quickly answer and help with any questions in relation to our API, best practices for using our API and products, and any other questions of a technical nature relating to Administrate.

How it Works

You receive the following support options (in addition to our standard support options):

- Ad-hoc ticket based support from senior Administrate engineers and technologists who are both experts in supporting our API and products, but also experienced in helping clients design and implement solutions using our API.
- Scheduled phone based technical support.

Expected Outcome

A smooth experience implementing solutions via our API. Your tech teams won't be delayed if they run into trouble, and any confusion around best practices and our API will be cleared up.

*Administrate has solved so many problems for us, and eliminated several tedious tasks. The support team is very helpful and is constantly updating the software.
I'd definitely recommend checking it out!*

Amarachi Okemiri
Member Services Coordinator



Contact Us

Ready to get started? You can contact us via:



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