

# Professional Services

## DATASHEET



The Leadership Companies applications offer a broad base of functionality to streamline your business processes and increase your organizational efficiency. But getting the most out of your ContractWare® application requires an implementation that fits your business needs as well as ongoing services that support your company and its users. The Leadership Companies has a comprehensive set of implementation and support services, which we offer directly, or through our network of partners.

### **Implementation Services**

The Leadership Companies and their partners offer the following services for each phase of implementation:

- **Data Conversion Services.** To transition from your old applications, you need to unite all your data. We help you extract the data from your legacy systems, structure data in coherent hierarchies, clean and reformat it into XML, and finally, import it into your ContractWare® application.
- **Implementation Services.** Having worked in a multitude of industries, we have amassed a wealth of experience to evaluate your implementation needs. We will work with you to create a migration plan, a timeline, as well as custom functionalities that address your unique business needs.
- **Integration Services.** Integrate your ContractWare® application with your other critical applications to create the ideal real-time solution for your business. We can help you by offering full integration planning, design and development.
- **Education and Training Services.** Ensuring successful adoption by all your users requires access to advanced learning tools as well as on-site training. A specific on-site Training Plan will be developed for both ContractWare® application administrators and users.
- **Business Consulting Services.** To maximize the business benefits of Leadership applications, we will work diligently to understand your company's business architecture and process flows. We offer process mapping from legacy systems, best practices process consulting, as well as business tune-ups.

### **Customer Support**

The Leadership Companies recognize the importance of providing you with stellar customer support programs, so you can always have the information you need, when you need it. To that end, our customer support, engineering and quality assurance departments are managed jointly so that our support staff is always well informed of new product functionality and issues are quickly resolved. In addition, we offer your growing business three levels of support. Each level enables you to use our award-winning business software solutions to maximum advantage.

For a product demonstration contact Leadership at 978-264-2900.