

## Understanding your Business



### SOFTWARE TRAINING

Software products - even those as easy to use as mpower - are only effective when the people who use them fully understand the features, benefits and procedures inherent in the system. That's why our consultancy usually involves some element of training. Depending on the skills level and specialisation of the client's team, training can be more or less involved and comprehensive - but it will always be relevant and effective.

Our Professional Services team can provide hands-on workshops using your own data, coupled with our technical knowledge and real world expertise to deliver a comprehensive understanding of your products and projects.

Training is a key component for any successful, profitable organisation. Our competency-based portfolio of courses provide the skill set required to enable candidates to successfully utilise their knowledge.

To learn more or to book for our scheduled courses, [click here to visit the training section of our website.](#)

### IMPLEMENTATION CONSULTANCY

For software to deliver the maximum benefit, it has to be implemented the right way. This is where Monitor's consultancy service comes in. Our Professional Services team is made up of internationally-recognised project managers with a proven track record of effective implementation across a range of industries and sectors. It's their job to get to understand your business and your needs, putting together a package of software, support, training and implementation that meets your needs, your budget and your corporate culture.

Our proven implementation methodology ensures a common understanding of objectives for any project. It involves key users, realistic planning, achievable timescales and optimum quality delivery. This formal approach provides a clearly-defined project organisation, obvious milestones and project breakdown by stage - with clear deliverables, comprehensive documentation and a supportive environment for configuration, with a strong emphasis on testing and quality assurance. Above all, it ensures that projects are controlled, focused and delivered.

Monitor provides a supportive environment for configuration and preliminary testing for all software projects on Monitor premises. The benefit of this approach is a controlled environment with rapid access to a broad range of skills where it's easy to demonstrate problems and deliver a quick resolution of technical issues.

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### PROJECT LIFECYCLE

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At Monitor, we remain committed to our clients long after the initial implementation of our products. Our consultancy service and support continue through the lifecycle of the project and the usage of the software itself, working with you at any stage. This will normally begin with our team assisting you in the justification and selection of the software solution, through to design, specification, implementation and post implementation reviews.

Whatever your specific requirements, Monitor's Professional Services team is able to provide a solution to meet your needs which will add value at any stage of your project lifecycle.

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### OUR TRACK RECORD

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Our team has an impressive track record in implementing our own software, and in providing support and training around it. But of equal importance is our knowledge of other systems, including software produced by rival suppliers. A major benefit of mpower and our other software products is their ability to integrate with and work alongside other systems, so that you can continue to enjoy a return on your original investment.

On many of our projects we've been responsible for integrating with leading ERP software including Oracle, SAP and SunSystems. With our experience in product integration, our team can ensure straightforward, effective implementation, whatever your existing systems. Monitor's Professional Services expertise, knowledge and professionalism will ensure that your ROI is realised, that your business benefits are achieved, and that your investment is successful.