CQC
SOLUTIONS

Clarity In-life
Support Solutions

Maintain the performance of your Clarity installation.

Are you getting the most from your installation of Clarity? CQC Solutions are the leading Clarity consultants who offer a compelling combination of technical excellence in understanding Clarity, with the client-side experience and business insight to match your Clarity installation to your business aims.

Sustained performance for your CLARITY INSTALLATION

CQC Solutions offer a comprehensive In-life support service to ensure your Clarity systems continue to run smoothly and deliver business value during the lifetime of the system. Our support service covers both technical and functional support to give you the peace of mind that your Clarity system is being maintained.

CQC Solutions provide expert Project Portfolio Management (PPM) consultancy to a growing number of enterprise businesses across many vertical markets. Founded by five of the UK's leading PPM professionals, CQC are passionate about using best-in-class tools and common-sense best practices to help our clients derive maximum business and IT value from their PPM installation.

Based in Slough, with offices in London, CQC's team of 30 consultants are dedicated to maintaining the quality and integrity of our service. As part of our business strategy to manage growth, our consultants are all trained extensively and carefully mentored by our senior management, to ensure our clients receive the highest possible levels of service delivery from CQC.

"A key to the success of implementing this, wasn't just thanks to the flexibility and ease of use of the tool, but was also due to the excellent and continuous close support I have experienced from CQC Solutions."

Dave Worley - Vodafone Group Services

- **CQC System Support** – a fully managed service that remotely monitors and manages your Clarity environment. This service provides the assurance that your servers and databases are running Clarity optimally. Also included in this service are:
  - Early notification of any potential performance or sizing issues
  - Monthly performance reporting as part of the service
  - Initial full assessment of your current Clarity environment.

- **CQC Application Support** – a service providing Tier 1 and Tier 2 Clarity application support. This service provides essential user support for your Clarity systems, from simple password resets to resolution of complex user issues in an efficient and timely manner.

- **CQC Functional Support** – Clarity support for your entire user community, including user access management, changes to Clarity Studio and creation of portlet queries. Monthly report statistics are provided as part of this package.

- **CQC Configuration Support** – Fully supported functional configuration of your Clarity installation including:
  - Regular performance and configuration reviews with users
  - Suitability assessments and reporting for new releases
  - Changes to the configuration as required
  - An initial full assessment of your current Clarity functionality.

ca Authorised Partner