

CQC In-Life Support Solutions

Maintain the performance of your PPM installation.

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



Sustained performance for your PPM INSTALLATION

CQC Solutions offer a comprehensive In-life support service to ensure your PPM 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 PPM system is being maintained.

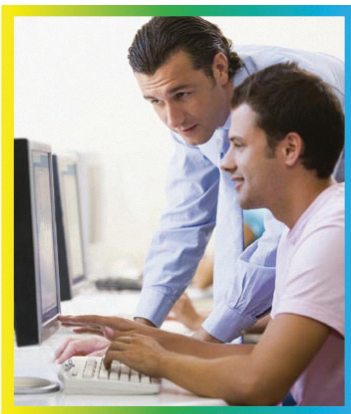
Project Portfolio and Business Process Management (BPM) solutions are investments that many businesses under-utilise. Many face challenges with user adoption. As practice leaders in this area, CQC offer effective and proven consultancy, training, support, development and customisation that will help you successfully adopt PPM technologies. As well as new solutions, we can successfully rescue and turnaround underperforming installations.

Based London, but with clients world-wide, CQC's steadily growing team of consultants are renowned for their straightforward, pragmatic approach. Our team, are all extensively trained and are dedicated to maintaining the quality and integrity of CQC services.

We work for great clients, some of the biggest and most important international companies, such as Vodafone, Credit Suisse, Rio Tinto and Deutsche Bank.

“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 PPM environment. This service provides the assurance that your servers and databases are running 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 PPM environment.
- **CQC Application Support** – a service providing Tier 1 and Tier 2 application support. This service provides essential usersupport for your PPM systems, from simple password resets to resolution of complex user issues in an efficient and timely manner.
- **CQC Functional Support** – application support for your entire user community, including user access management, changes to user views, dashboards and reports. Monthly report statistics are provided as part of this package.
- **CQC Configuration Support** – Fully supported functional configuration of your PPM 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 PPM functionality.