



highpoint

implementation and training services



Highpoint Remote Consultancy

Unit4 Business World Remote Consultancy

01225 326409, consultancy@highpoint-services.co.uk, www.highpoint-services.co.uk

What is Remote Consultancy?



Remote Consultancy is Highpoint's response to the difficulties of booking consultants to visit your site, when you need them. Maybe you have issues that don't need a whole day? Or you just need a more experienced pair of hands or second opinion to assist your own team?

Our remote consultancy team is there for just such eventualities. It's your opportunity to talk to one of our experts to help advise you when you need it. If necessary (and your policies allow) we can even dial in and see what you see!

We are not here to replace the support service offered by Unit4, but we can be used to complement this and fill the gap between support and full days of consultant's onsite. There is no reason why you cannot use this service as a way to have access to occasional days of consultancy onsite as well.

Experience has shown over the years that the model of a consultant turning up on site say for two days a week can be flawed in certain circumstances. Work does not stop on a project when the consultant leaves site.

Often 'homework', for the client to progress is set. In many instances the 'homework' is achievable, however in many instances the customers get 'stuck'. When this happens they try to contact their consultant who is often on other sites and unable to assist until they have time and this time is extremely limited.

How Would Remote Consultancy Work



Remote consultancy

This is used for discreet pieces of work within your project that lends itself to off-site working in addition to onsite visits.

The work is scoped, motivated and delivered in accordance with your project plan as agreed with us.

Here are some examples:

- The implementation of RTI for payroll
- Product Upgrades
- Report writing

This service would be charged in accordance with an agreed schedule.

Remote consultancy support

This is used to book consultancy time to take on a number of items on a “call off” basis.

Here are some examples:

- Small changes needed to a report (such as Excelerator, ARC, browser).
- Consultancy advice is needed, however a full day is not warranted - or the advice is needed quicker than you can get a consultant on site.
- Issues occur in your systems that aren't covered by Unit4 support, and there isn't anyone in-house who knows how to address it, general trouble shooting.
- How-to type questions, which can be answered over the phone.
- Payroll parallel run support.

This service would be charged by the hour.



highpoint
implementation and training services

How to go about booking this service

To register your interest in the service please contact Eleonore Tiley on:

Tel: 01225 326409

E-mail: consultancy@highpoint-services.co.uk

We will then contact you to explain this service further and get to understand your requirements. In some cases it may be an opportunity to arrange a no obligation meeting.

Helping maximize return on your investment

At Highpoint we understand the commitment organisations make to new implementations, upgrades and the development of their systems, both financially and time. Our solutions are created to reduce time taken to transfer the knowledge required to design build, and implement your system.

For more information, visit our website www.highpoint-services.co.uk. Or calling 01225 326409 or e-mail enquires@highpoint-services.co.uk