

# Parature Implementation

A proven, best practices implementation package with everything you need to get started.

As the only company dedicated 100% to on-demand customer service and support software, we take serving and supporting our own customers very seriously. With Parature, there are no lengthy customizations or coding. No open-ended implementation projects with unknown costs. Just a clean, efficient launch of your new Parature Customer Service™ software to your users and end users.

## PROCESS OVERVIEW

### Kick-Off

We'll walk through the steps and logistics then map the timelines that will keep you on track for fully configuring your system swiftly and efficiently.

### Business Process Overview

We'll determine how to best configure Parature's rich features and functionality to match your unique use case and business priorities.

### Administrator Training

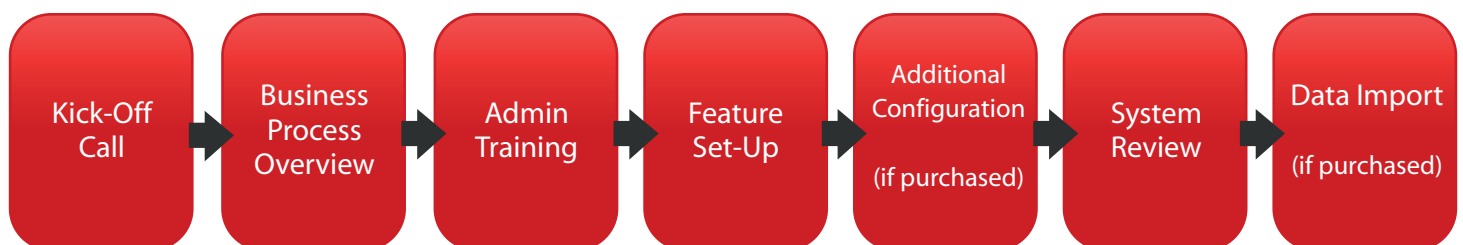
Using our proven "Train the Trainer" model, your team will be trained on the full suite of Parature's Enterprise modules and features to be best prepared to handle your needs today, and tomorrow. We'll cover training on administrator features including setup and configuration, so your administrator is 100% confident in the setup, update and maintenance of the software.

## KEY BENEFITS

- ✓ Accelerate your time to launch – and get everyone off on the right foot
- ✓ Ensure the most efficient use of Parature features
- ✓ Be best prepared to meet future business needs
- ✓ Convenient — all services conducted via Web meetings and conference calls

## FOR MORE INFORMATION

Contact your Parature representative or [sales@parature.com](mailto:sales@parature.com).



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## Features Set-Up and Configuration

Your Parature Consultant will perform a full configuration based on your specific use cases, including training on how to configure the system from within the Service Desk. In addition, we'll take care of any configurations needed to areas of the software that aren't configured through the Service Desk.

## ADDITIONAL OPTIONS\*

### Custom Configuration — Workflow & Portal

This custom package allows you to structure a use case-specific workflow for Parature Ticket, Knowledgebase, Product or Asset modules, then configure a portal "look and feel" to match an existing website.

### Data Import

We can work with you to import your existing data via CSV file.

(\* ) Your Parature Sales Representative will be happy to provide details and fees.

## ABOUT PARATURE

Parature, the global leader in on-demand customer service software, makes it possible for any business to leverage the Internet to provide outstanding customer service. The company's software-as-a-service (SaaS) delivery and integrated, intuitive design enables organizations to better and more efficiently serve, support, engage with and retain customers in today's Web world. Founded in 2000, Parature received the 2007 Product of the Year Award from *Customer Interaction Solutions* magazine and has been named to the *Inc. 5000* list of Fastest Growing Private Companies in America. For the past three consecutive years Parature has been on the *Washington Business Journal's* list of Best Places to Work. Headquartered in Vienna, Virginia, Parature is at work in organizations of all types and sizes, and helps support more than 10 million end users worldwide.

For more information, visit [www.parature.com](http://www.parature.com).