

Ask A Changepoint Expert



INTRODUCING:

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On-Demand Assistance From BBE

What is Changepoint On-Demand Assistance From BBE?

Highlights

- *Fast access to assistance*
- *Access to BBE Changepoint Experts*
- *Reduce Consulting Services costs*
- *Reduce Internal Support Costs*
- *Access to Knowledge Base*
- *Access to Real Examples and Sample Code*

Features:

24x7 Access to Request System	✓
Functional Support	✓
Technical Support	✓
Reporting Support	✓
Access to Knowledge Base	✓
Access to Sample Code	✓
Additional Consulting Available	✓

We have developed an innovative on-demand assistance service to provide a cost effective way for you to access BBE's Changepoint experts on a supplemental basis at any stage of your implementation lifecycle.

As an alternative to traditional on-site consulting service delivery BBE provides access to Changepoint experts 'on-demand' on a subscription basis.

Changepoint On-Demand Assistance from BBE subscription is designed to provide your internal team with expert advice whenever it is needed.

You can utilise the BBE Changepoint team to answer 'how to' questions about recommended implementa-

tion and operation techniques and best practice.

You will also get full access to the BBE Changepoint knowledge library containing a range of reference material gained from experience from dozens of implementations and includes real examples of items such as SQL Views, Stored Procedures and Custom Calculations for you to copy.

You may have access to the Compuware Changepoint support desk BUT this is restricted to issues related to software defects only and additional support may be chargeable.

You may also have access to the User Group BUT you are relying on the goodwill of others to answer your ques-



A Virtual Center of Excellence

tions and the responses will largely be based on personal experience rather than experience based on partnering with the Vendor as well as participation in a large number of customer projects.

About Blue Ball

Blue Ball was founded in 2003 to offer Implementation services dedicated to the Changepoint solutions.

Since 2003 we have serviced more than 50 Changepoint customers in over 15 countries from offices in the UK, France and Australia.

Our team comprises former Consultants, Customer Support Analysts and Customer Representatives possessing in excess of 40 years combined product experience.

We deliver high quality project leadership, functional, technical, reporting, hosting and integration services at very reasonable rates.

Pricing:

Subscribe to the full on-demand assistance service for just £200 per month*

* payable quarterly in advance, excludes assistance for customisation.