



*The Eftia ProServ team brings your organization the full knowledge and power of our combined telecommunications and software development experience. With needs assessment, implementation, data migration, knowledge transfer and support, Eftia ProServ provides fast, effective services to optimize systems, minimize costs and maximize profitability.*

## EFTIA PROSERV : SERVICE PACKAGES

# REMEDY UPGRADE READINESS

## *Preparing Your Systems for the Next Remedy Version*

Your business is running an application based on Peregrine's Remedy platform and you're ready to upgrade. But the process of platform upgrading can be difficult and costly without proper planning. Remedy Upgrade Readiness accelerates your upgrade by quickly identifying affected application functionality. The Eftia ProServ recommendations ensure that your upgrade delivers improved performance with a smooth transition.

### **Easy Access to the Eftia ProServ Team**

The Eftia project manager, Remedy experts and other key personnel associated with the Remedy Upgrade Readiness service package will meet with you to review the Upgrade Toolkit and to answer your questions. A review meeting with the Eftia team will outline the findings detailed in the Remedy Upgrade Readiness Report and discuss recommendations.

### **Thorough Documentation**

Our Remedy experts analyze your systems and produce the Remedy Upgrade Readiness Report, which identifies affected code and delivers recommendations to optimize your application for change.

### **Discount Services**

The Remedy Upgrade Readiness service package includes a ten percent discount on the optional purchase of ten person days of Eftia ProServ time towards the implementation of any of the recommendations outlined in the Remedy Upgrade Readiness Report.

### **Your Involvement**

Your participation in the Remedy Upgrade Readiness process ensures that we receive critical information describing your system. Eftia ProServ will provide you with a worksheet to guide the information gathering tasks. Our up-front information requirements include system specifics such as database specifications (size and configuration), user IDs and passwords and a Remedy application "image".

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