



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

WORKFLOW BEST PRACTICES

Ensuring peak performance provisioning

Earning first-rate customer satisfaction scores takes more than just a network and the ability to provision services. Regardless of your brand of OSS, Eftia ProServ has the experience to analyze and streamline the systems that you rely on to deliver your services. Workflow Best Practices ensures optimal efficiency in installation, provisioning, maintenance and workflow management functional areas.

Easy Access to the Eftia ProServ Team

The Eftia project manager, process experts and other key personnel associated with the Workflow Best Practices service package will meet with you to preview the assessment process and to answer your questions. A review meeting with the Eftia team will outline the findings detailed in the Workflow Best Practices Results Document and discuss future activities.

Thorough Documentation

The Workflow Best Practices Results Document captures your current environment and provides recommendations developed through joint workshop meetings. The document identifies problem areas, recommends solutions and details plans to implement changes. It includes guidelines to identify workplace inefficiencies and reduce costs along with instructions to enable self-sufficiency.

Discount Services

The Workflow Best Practices service package includes a ten percent discount on the optional purchase of ten person days of Eftia ProServ time towards future services.

Your Involvement

Participation by affected stakeholders in the Client Workflow Best Practices process ensures that we receive critical information that describes your current practices.

Eftia is a trademark of Eftia OSS Solutions Inc.

© Copyright 2002, Eftia OSS Solutions Inc. All rights reserved.

