

Enhancement Services

SERVICES OVERVIEW

Evolve Production Capabilities and Drive ROI.





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Introduction

WHAT SETS OUR ENHANCEMENT SERVICES APART?

Migrating systems to production is never the end of the journey; it's just the beginning. Post-production enhancements extend your system's life and utility and increase ROI. As part of our Managed Services offering, our Enhancement Services are tailored to meet the fluid demands of your organization, providing the extensibility services you need.

As market dynamics shift, businesses cannot afford to stand still. Quote-to-cash systems require continuous innovation and adaptation to remain relevant. As part of your Managed Services agreement, we include post-production Enhancement Services to address competitive pressures and business model changes by integrating new capabilities into your system. Our technical services team's extensive quote-to-cash experience will help you extend your system's capabilities while maintaining the stability and reliability of your production system.

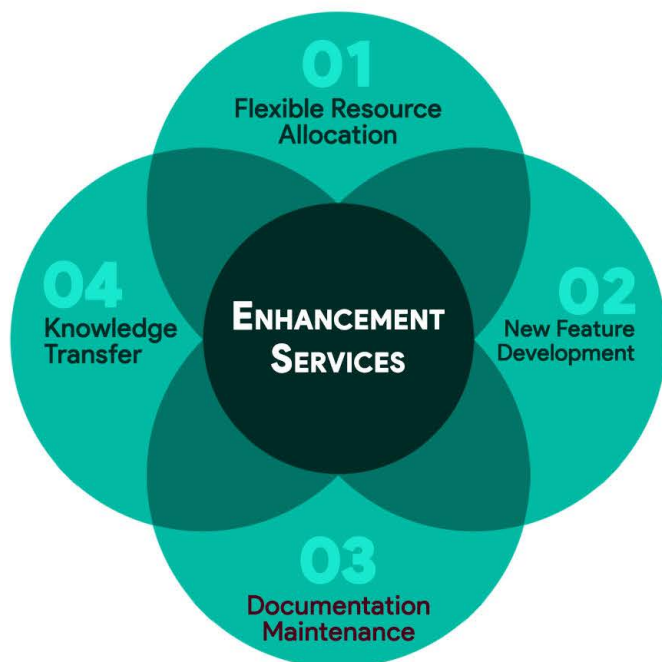
After a quote-to-cash system goes live, several post-production changes frequently emerge. Businesses often introduce new product or service offerings, necessitating updates to the system. Alterations in contract management and order processing are also common, reflecting shifts in operational strategy or market demands. Another prevalent enhancement involves automation, where processes previously managed manually get streamlined, fostering efficiency. Finally, based on feedback from real-world use, improved error handling and alerting are typically introduced to aid the user experience.

Our firm's whitepaper describes our suite of Enhancement Services designed to elevate the capabilities of your system. At the heart of our approach lies a commitment to understanding and meeting varied client needs with flexibility and precision. From adaptable resource allocation models tailored to your planned workload to the careful introduction of new system features, we prioritize alignment with your goals. Furthermore, our firm acknowledges the importance of clear documentation, maintaining its accuracy and relevance to ensure operational continuity. Additionally, in recognizing the foundational value of the human element, we emphasize robust technical training, equipping your team with the skills and knowledge necessary to support change confidently. Read on to learn the full spectrum of our Enhancement Services, designed to evolve your system with continued innovation.

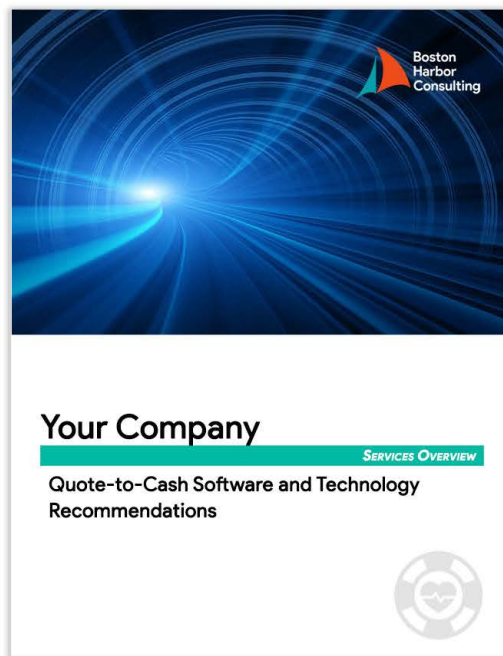


What's Included

KEY BENEFITS OF OUR SERVICE



SERVICE DELIVERABLE



SERVICE TASKS AND TIMELINE

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Project Kickoff	★							
Requirements Workshops								
Vendor Presentations								
Fit and Alignment Scoring								
Readout Preparation								
Project Readout								●

Flexible Resource Allocation

01

TAILORING TALENT: STRUCTURE SUPPORT STAFFING TO SUIT YOUR NEEDS

Our commitment to driving success for your quote-to-cash system extends beyond production deployment. Recognizing that every client has unique staffing needs, we offer flexibility with production support team staffing as part of your Managed Service agreement. Our staffing models are designed to suit your evolving needs when planning improvements to your production system.

Some clients find comfort in consistency, opting for dedicated named resources. Providing resources with an intimate understanding of a client system through their prior project work is essential to these clients. They value these professionals' familiarity with their business and systems and seek to seamlessly extend their in-house support team.

In other scenarios, clients find themselves in situations where their enhancement needs span a range of diverse skill sets. For these scenarios, having a dedicated specialist might not be as beneficial as accessing a pool of experts, each bringing their unique expertise to the table when required. Offering a revolving pool of resources ensures that regardless of your requirement, there's always an expert within reach, even if they're not dedicated full-time.

When more extensive post-production enhancements are planned during the tenure of the Managed Services agreement, our team can flex to incorporate functional analysts and experienced project managers who can help ensure the coordinated delivery of system improvements. Additionally, we offer fractional full-time equivalents (FTEs) when clients do not need full-time resources and seek greater precision in their production support staffing. Our flexibility with resource allocation models positions us as your adaptable partner, able to pivot to your evolving needs.





New Feature Development

02

EXTENDING CAPABILITIES: IMPROVE ALIGNMENT WITH NEW FUNCTIONALITY

Post-production modifications to quote-to-cash systems often emerge from the continual evolution of business needs and the lessons learned from real-world usage, and our Enhancement Services are designed to address this need. One frequent change revolves around the introduction of new product or service offerings. As businesses grow and diversify, or as markets shift, the system must adapt to accommodate these offerings. These enhancements improve solution alignment with the latest innovations from product management.

Additionally, we frequently see post-production changes to contract management and order conversion processes. Contracts, which delineate the terms of business engagement, can change based on regulatory environments, market dynamics, or strategic shifts. Ensuring that your quote-to-cash system effectively manages these evolving contractual changes is critical to maintaining accurate billing, ensuring compliance, and fostering strong customer relationships. Similarly, order processing, the very heart of the quote-to-cash system, may evolve. As organizations refine their fulfillment strategies or adjust to supply chain dynamics, the system must mirror these changes to ensure accurate, timely, and efficient order execution.

Furthermore, automation improvements are also common post-production enhancements. Specific processes might remain manual in the initial deployment phase due to complexity, time constraints, or initial design considerations. However, with the system in operation and a better understanding of its capabilities, there's a push to automate more of these processes to reduce the chance of human error and improve user efficiency.

Lastly, based on real-world usage and user feedback, systems typically receive upgrades in alerting and error handling to provide more granular feedback on usage.





Documentation Maintenance

03

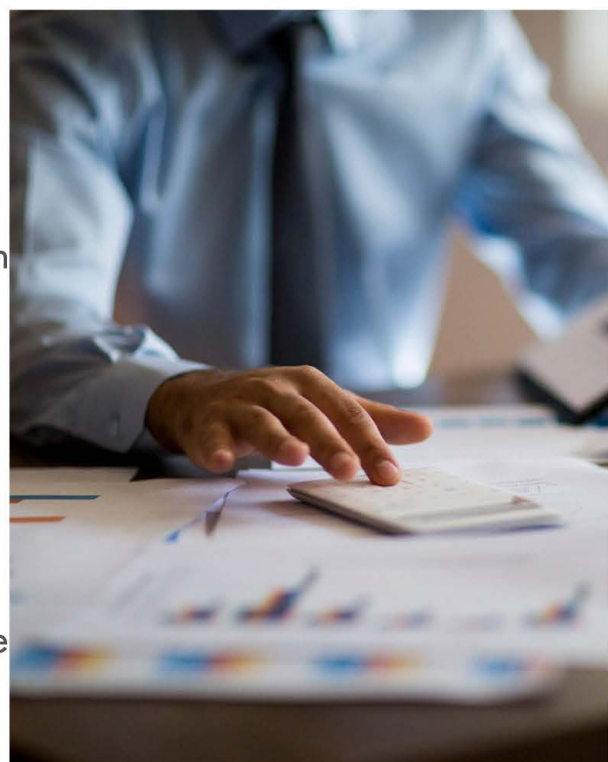
UNDERSTANDING DESIGN: IMPROVE EFFECTIVENESS OF INTERNAL SUPPORT

Maintaining comprehensive system documentation is not just an auxiliary support activity; it's a strategic asset supporting your production system's fluid operation and management. As features are added or adjusted post-production, we recognize that the accompanying documentation should mirror these changes to retain relevance and accuracy. As part of our Enhancement Services, our Managed Services team will ensure that your system documentation is kept up-to-date.

Documentation, often seen as a mere supplementary tool, is, in reality, the lifeline of your system. Imagine a scenario where the support team faces an unexpected issue or a critical user question. With up-to-date documentation, these challenges can swiftly transform from potential crises into routine checks. Moreover, it's not uncommon for key personnel to transition into new roles or leave the organization. Here again, the significance of accurate documentation becomes evident. We ensure that the collective knowledge of the system doesn't become siloed or lost and instead remains accessible to everyone, enabling continuity of support and knowledge transfer.

Furthermore, we understand that many of our client industries are mandated to maintain detailed, current documentation for compliance purposes. Falling short can not only lead to punitive actions but can also tarnish an organization's reputation. Our Documentation Maintenance services act as a safeguard against such pitfalls. Ensuring that each new feature, no matter how minor, is carefully documented in the “as-built” production documentation enables smooth audits and accurate compliance.

Our emphasis on accurate documentation maintenance reinforces our commitment to empowering your support team with clarity and confidence.





Knowledge Transfer

04

EMPOWERING SUPPORT: TRAIN THE TRAINERS AND DRIVE AUTONOMY

The successful transition from the development phase to production support hinges on the ability of internal support teams to understand and manage the ongoing administration of the quote-to-cash system. To ensure a seamless transition, our firm offers structured Knowledge Transfer (KT) services to assist with this transition and empower them to take over support.

Our Hands-on Training sessions form the cornerstone of our KT services. These sessions are designed to be practical and straightforward and introduce your team to basic support operations before moving to more advanced troubleshooting techniques. Building on foundational tasks ensures that participants can handle routine operations and more complex challenges.

System Walkthroughs offer another layer of understanding. In these sessions, we explain the system's key components, integrations, data flows, and business logic. This thorough overview ensures your team is equipped with the information they need to provide effective support.

Additionally, we provide best practice recommendations. Drawing from our extensive experience with quote-to-cash systems, we offer guidelines on problem diagnosis, system maintenance, and updates. These recommendations help your team administer the system more efficiently and identify potential issues before they become bigger problems.

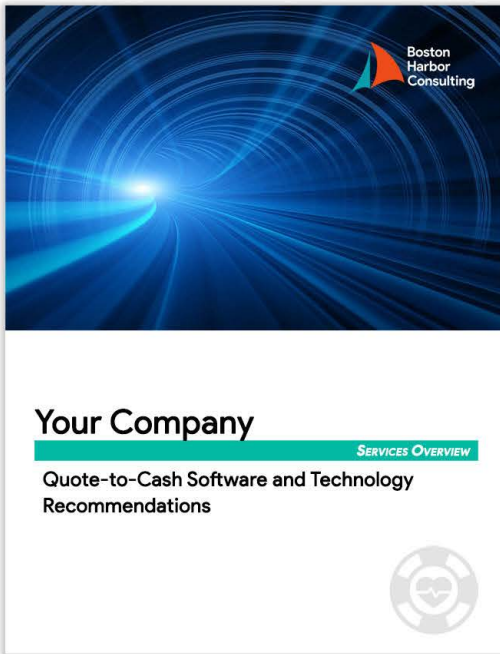
Our Knowledge Transfer services aim to equip your internal team with the necessary skills and understanding to manage your quote-to-cash system effectively. Through hands-on training, system walkthroughs, and best practice guidelines, we provide a comprehensive foundation for successful system management.





Recommendations & Next Steps

WHAT YOU WILL RECEIVE AFTER THE ASSESSMENT



After our *Software Selection Rapid Assessment* engagement, we will provide you with our *Quote-to-Cash Software and Technology Recommendations* report. The document will summarize our findings with recommendations tailored to your enterprise's unique objectives. We will provide the vendor scorecard results and an evaluation of options detailing their alignment with your unique business processes. Additionally, the report will include a prioritized roadmap of suggested next steps and potential pitfalls or challenges to be aware of. Our objective is to equip you with a holistic, actionable blueprint that informs and empowers your team to move forward with clarity and confidence with your quote-to-cash initiative.

CONTACT US, AND TAKE THE NEXT STEP IN YOUR QUOTE-TO-CASH JOURNEY.

Navigating quote-to-cash software selection is no small feat. Throughout my tenure, I've witnessed many QTC implementation challenges and understand the significance of making the right software decision. But beyond the spreadsheets and systems, what truly resonates with me is the people: passionate professionals who are unwavering in their quest for excellence. If you are seeking a partner in this journey—a firm that values precision and personal touch—please consider reaching out at services@bostonharborconsulting.com. My team and I are here to listen, understand, and co-create a brilliant solution for you. Let's embark on this journey together and make the story of your organization's transformation one of enduring success.



Shalane Sheppard
Vice President, Services

About Us



UNLOCKING SUCCESS IN SALES OPERATIONS: A JOURNEY WITH BOSTON HARBOR CONSULTING

With a rich history and a dedication to excellence, we have evolved into a trusted partner for organizations seeking transformative solutions in the quote-to-cash domain. Our story begins with a simple vision: to bridge the gap between business objectives and technical realities. In the dynamic landscape of Sales Operations, where efficiency, agility, and precision are paramount, we recognized the need for a partner who could seamlessly integrate technology and strategy. This realization fueled the inception of Boston Harbor Consulting, and our commitment to this vision has guided us ever since.

OUR COMPREHENSIVE SERVICE PORTFOLIO



OUR GUIDING PRINCIPLES: EXPERTISE AND INNOVATION

With over a decade of domain expertise in quote-to-cash solutions across various sectors and geographic regions, we know that true excellence lies in understanding the unique challenges and opportunities that each client brings to the table. Innovation is our driving force. We believe in the power of creative problem-solving and continually seek out innovative approaches to tackle complex challenges. Our specialization in SAP technology and low-code innovation ensures that we stay at the forefront of enterprise development. Innovation isn't just a buzzword for us; it's embedded in our DNA.

THE BOSTON HARBOR CONSULTING DIFFERENCE

Our distinction lies not only in what we do but in how we do it. We're not just a consulting firm; we're your partner in success. Our commitment to long-term growth, adaptable solutions, and unwavering support sets us apart. As you navigate the complexities of Sales Operations, choose Boston Harbor Consulting as your compass. Together, we'll embark on a journey of transformation, unlocking new horizons for your organization. Join us in shaping the future of Sales Operations. Welcome to Boston Harbor Consulting.

