

Raintree Professional Services
Professional Services



Choose the optimum level of service and support for your unique organization with a range of assessment, analysis, implementation, training and support services.

Set the stage for a complete and successful implementation with up-front training, education and pilot programs.

Rely on our team of technology experts of implementation managers, project engineers, quality assurance engineers, dedicated documentation specialists and trainers who have many years of collective experience in the industry.

Application Service Provider (ASP) option provides an all-inclusive hardware, software, hosting and technology management service in addition to the traditional in-house licensed software solution.

For information on all Raintree software products and services,

call **800.333.1033**

or visit

www.raintreeinc.com

- Value-added Needs Assessment and Project Implementation Services, Training Programs, Raintree Post Implementation Analysis and System Re-Configuration Services
- Defined manageable implementation-related components that include measurable goals and objectives which culminate in conversion and system-wide acceptance testing
- Definitive methodology outlines a precise timeline, accurate cost-estimate and critical success factors
- Raintree Implementation Documentation and Reference Tools provide the means for future system enhancements and customer autonomy



Raintree
SYSTEMS
INC.

1120 Sycamore Ave. Suite 1A Vista, CA 92081
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Professional Services

Get the most from your management software investment with expert training and support services.

Featuring fast, consistent and reliable technical expertise, on-site assessment, project implementation, training and a variety of support packages, Raintree Professional Services provide a central source of assistance and accountability for designing, implementing and supporting your organization's custom management solution.

Raintree Professional Services approach begins at the analysis stage with the collection of the core functional requirements and design specifications. Upon the completion of the analysis and corresponding documentation, the implementation continues through a series of development, testing and training phases. Post-implementation support and training is provided on an ongoing basis via phone/Internet and on-site service delivery.

Raintree's implementation managers, project engineers, quality assurance engineers, documentation specialists and trainers have many years of collective experience in the industry. The Professional Services Group at Raintree applies individualized methodologies and tools to minimize the costs, risks and time involved in technology planning, deployment and management. This means your organization quickly benefits from improvements in efficiencies and achieves a positive return on your investment. These collective services are part of an on-going partnership with our customers.

Professional Services Analysis

Allows new and existing customers to work with a Raintree Systems Professional Services Analyst to help discover ways to improve operating efficiency and enhance existing workflows.

Application Service Provider (ASP) Solution

Minimize risks and costs with a Raintree Application Service Provider (ASP) Solution. For quick implementation, reduced risk and minimized capital investment choose a subscription-based Application Service Provider (ASP) solution. Raintree will host, maintain and backup your management software and data – eliminating server maintenance and support costs and ensuring data security and availability. Plus, the latest server technology and expert IT resources expand your ASP solution as your organization grows.

About Raintree Systems Inc

Choose a proven leader in integrated software management solutions. Since 1983, Raintree Systems, Inc. has developed, designed and supported innovative management software and services that help organizations to manage their most complex operational requirements easily and efficiently. Integrating practice, clinical, financial and document workflow within one customized, user-friendly application, the Raintree solution empowers organizations to improve client/patient care, streamline administration, increase efficiencies and enhance profitability. Raintree has a proven track record of success and customer satisfaction with more than 2,000 implementations and 14,000 concurrent licensed users throughout more than 50 specialties. Our customers include commercial, non-profit and government customers in 47 states. Over 90% of Raintree's new business is driven by customer and consultant referrals.

Training Programs

Set the stage for a complete and successful implementation with initial and supplemental software training programs.

- Technical Training Seminars that equip you with the ability to be autonomous by providing the skill set that enables you to create your own formscripts (or functionality) within the Raintree application
- Custom on-site training or custom training at a designated Raintree facility
- Raintree 101 is an introductory training course designed to provide basic system knowledge

On-Site Needs Assessment and Project Implementation Services

- Provides new customers with a dedicated Raintree Professional Services Analyst who works closely with multiple staff members to assess current policies and procedures
- The Raintree Implementation Manager then works with the assigned Raintree Project Engineer to develop, implement and test your organization-specific solution – complete with customized intake screens, fields, tables, reports, links and Quick Keys
- Various levels of assessment and project implementation service packages that are available depending on the scope and complexity of your solution
- Service rates are discounted for blocks of 100 hours purchased in advance

Post Implementation Analysis and Services

Allows existing customers to explore new features, enhance performance and maximize the benefits of their current solution through software upgrades, further analysis of current business practices and additional training programs.

Features and Benefits at a Glance

FEATURE

Definitive Methodology

BENEFIT

Outlines a precise timeline, accurate cost estimates and milestones for a successful implementation

Range of Assessment, Analysis, Implementation, Training and Support Services

Allows you to choose the right combination of services for your organization's unique requirements

Industry-Leading Expertise

Reliable, dedicated support from a team of implementation managers, project engineers and trainers with many years of collective experience

Implementation Documentation Reference Library

Easily accessible documents that are helpful references for future enhancements and customer autonomy



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