

AMS CENTRE OF EXCELLENCE

Visibly better service derived from your input

AMS provide a Centre of Excellence to help project and resource managers and their teams throughout the process from software selection to implementation, roll-out and beyond.

The AMS Centre of Excellence incorporates a complete solution to the understanding of business processes and the problems you face on the way to achieving your goals. We work with your staff, giving them insight into new, more productive and profitable ways of working.



Seeing it through – Implementation

A typical implementation of **AMS REALTIME** products follows a simple seven-stage process:

- 1 Pre-sales
- 2 Initiation and Management
- 3 Study/Analysis
- 4 Design
- 5 Build
- 6 Pilot
- 7 Implementation and Roll-out

In **Pre-Sales**, we provide certified consultants to help you in a number of areas, such as product demonstrations and executive briefings. In the absence of any prior project management process during **Initiation and Management**, we recommend the Advanced Management Solutions Project Methodology (AMSPM).

During **Study/Analysis**, we identify and document the detailed requirements of staff who are likely to be using AMS products, and begin to develop an internal marketing plan. The process is carried forward into **Design**, where a solution is documented which takes into account all aspects of the project management process, data structuring, technical, conversion, organisational change and training needs.

We then help you **Build** and **Pilot** the system, establish an internal support team, tailor training courses and carry out user acceptance testing. At this stage, we recommend you begin to involve some of your users in the management of a number of real projects, so that they can get a 'hands-on' feel of the software before **Implementation and Roll-out** takes place.

Supporting the needs of AMS customers

The AMS Centre of Excellence offers a full range of Consultancy, Training and Support services designed to match the precise needs of all **AMS REALTIME** customers.

A clearer perspective through Consultancy

Recognising the need to offer organisations expertise at every stage, we can provide consultants to fulfil the roles of project manager, business/process analyst, systems designer/integrator, product expert, consultative and general trainers.

Expanding your vision through Training

We offer comprehensive training, from tailored courses based upon the project management process designed for your organisation, through to off-the-shelf training programmes.

In organisations that opt for the total **AMS REALTIME** solution, tailored courses are the most effective training route. Once staff have become accustomed to the way AMS products support an organisation's particular project management process, they can undergo more advanced training, selected from an off-the-shelf satellite portfolio.

For groups of three or less people from one organisation, AMS Open School courses are a cost-effective option. Held regularly at AMS offices, delegates have the opportunity to mix and share approaches and opinions with staff from other companies, to mutual advantage.

In addition, we offer **Project Management training courses** which are unrelated to our products.

Consolidating your view through Support

While first-line support for your **AMS REALTIME** implementation may be carried out by your own staff, second-line telephone hotline support is provided by AMS as part of your annual service agreement.

Sharing Views – User Groups

AMS are involved in the running of the AMS User Group. Open to all users of **AMS REALTIME**, the User Group is the perfect forum for understanding and influencing the future direction of the product range and services offered by AMS, and learning from other users of our products.

Listening to your views

The AMS team of highly competent professional consultants, trainers and project managers are available to help you at every stage of an **AMS REALTIME** implementation. The continual feedback we receive helps us to enhance the quality of service provided by our Centre of Excellence, offering you the support that ensures a smooth implementation and roll-out of **AMS REALTIME**.

Advanced Management Solutions Inc.

USA
Tel. +1 909 793 0111
Fax. +1 909 793 7405
Toll Free: 1 800 397 6829

Advanced Management Solutions Ltd.

UK
Tel: +44 (0) 1189 605800
Fax: +44 (0) 1189 605801

Visit our Website at <http://www.amsusa.com>