

Unity® Consulting Services Overview

Unity Consulting Services

When it comes to achieving operational excellence, change should not be viewed as an event, but rather a process that is continually evaluated and enhanced. In support of this objective, Confluence offers Unity Consulting Services to provide you with the right people, the right processes, and the right technology to ensure excellence in your back-office administration. Our Professional Services Consultants work with you to evaluate your existing staffing requirements, operational workflows, and Unity platform configuration to optimize your business and position you for success.

Confluence Offers the Following Consulting Services:

Unity Platform Optimization Services

We review and analyze your platform procedures and workflow to identify opportunities to maximize the usage of the Unity platform using best practices to reduce re-work, expand capacity within and across Unity platform products, and identify opportunities for increased automation.

Unity Process Optimization Services

We provide a detailed analysis to identify and classify your operational process into actions and decision points that are categorized as value added, non-value added, and business necessity actions to reduce process inefficiencies, eliminate non-value added tasks, and increase employee productivity.

Unity Staff Modeling and Augmentation Services

We evaluate your current employee workloads and provide you with a recommendation for properly staffing and structuring your Unity-based teams throughout your organization. To help you with unplanned events that put staffing demands above your existing staff resources, we can provide onsite or remote support to supplement your team until staffing demands normalize.

Unity Crystal Report Writing Services

While storing information in the centralized Unity database is important, getting the data out is equally as important. We offer Unity Crystal Report Writing Services to create the customized output required to meet your specific business needs.

Unity Consulting Services Includes:

- Dedicated project manager and consultants with the specific skills required for your solution

- Access to industry and Unity product experts committed to your success
- Onsite Discovery Workshops that evaluate your current processes, identify your unique requirements and determine your key business wins for the Unity implementation
- Current Unity and industry proven best practices applied to your solution
- Standard Unity product training using Unity Training Services
- Continual knowledge transfer using a train-the-trainer approach
- Recommendation of additional business process improvement areas identified during the implementation
- Formal transition from the implementation team to Confluence Support Services

Benefits

- Improve resource scalability for rapid resource demand changes
- Improve resource productivity by eliminating non-value added tasks
- Reduce time-to-market through additional automation and expanded usage of Unity functionality
- Reduce operating risk by removing manual processes and providing you with clear user roles within the controls of the Unity platform