

Kalido Implementation Advisory Service

After your Kalido professional services engagement is complete, the Kalido Implementation Advisory Service gives you that extra cushion of post-implementation support for follow-up questions and assistance without bringing consultants on site. This remotely delivered service is open to both Kalido customers and implementation partners.

On-Call Advisory Service

After your initial Kalido project work is complete, you may find you still have follow-up questions. You don't really need an in-person visit, but you could use just a few more tips, pointers and advice to obtain even greater benefit from your implementation. How will you get the assistance you need?

The Kalido Implementation Advisory Service lets you tap the expertise of remote Kalido consultants for:

- Answers to questions related to architectural decisions
- Answers to questions related to design decisions
- Model verification
- Best practices assistance
- Advice for new features

Offer Details

Available worldwide, Kalido Implementation Advisory Service time is purchased in advance and delivered remotely on an hourly basis during Kalido's normal North American business hours. The Implementation Advisory Service is designed to supplement, not replace, ongoing day-to-day support of project implementation and as such does not replace any existing Kalido Professional Services offering.

This service is ideal for shorter consultations sessions throughout the month after your initial implementation work is complete. Because the consultant is remote, you'll be able to get access to Kalido expertise more quickly on a wide variety of subjects and at less cost than an in-person engagement would require.

This service also works well for implementation partners seeking a second opinion on client architecture or modeling.



How It Works

The process for accessing the Implementation Advisory Service is:

- Log a support case with Kalido Technical Support. Include your Implementation Advisory Service account number in the case description. This account number is provided when you purchase the Implementation Advisory Service.
- A Kalido Consultant will contact you to schedule a convenient time to start. The Kalido Consultant will clarify the scope, estimate the time needed for the case and work with you to establish an acceptable allocation of time.
- Time is deducted from your account, in 30 min increments, as effort is applied to resolving your case.

Fees

The Implementation Advisory Service is a pre-paid, remotely delivered service. The minimum purchase is a package of 10 hours of service time. Implementation Advisory Service packages expire 30 days from date of purchase. Please contact your Kalido representative for current pricing.

About Kalido

Kalido delivers industry leading solutions for turning bad data into meaningful business information. Developed through years of successful best practice implementations, Kalido's robust, business-model driven information management engine governs data across the enterprise and automatically feeds information to industry standard BI platforms. Kalido software is implemented at over 250 locations in more than 100 countries with market leading companies.

To learn more about Kalido's solutions, please visit <http://www.kalido.com>.

Contact Information

US Tel: +1 888 504 3375

Eur Tel: +44 (0)845 224 1236

Email: info@kalido.com

Website: <http://www.kalido.com>

