

RPF Remote Services

Service Offerings Designed for a Successful Sales Cycle

RPF Consulting has implemented a **Remote Services Group** to provide a range of remote support and service offerings to further strengthen our partnership with the Business Objects Sales organization and to position RPF to exceed the needs of our Mid-market customers.

The Support Services Group positions RPF to deliver effective and flexible options to ensure the best possible customer experience that results in satisfied, loyal Business Objects Customers.

The Remote Services Group is our commitment to growing the mid-Market business in terms of increased revenue and market share.



Dedicated Remote POC Support

RPF resources are available to provide the necessary POC Support throughout the sales life-cycle. On demand POC's including sample demos or actual workflows against live business data involving any BOBJ tool is only part RPF's commitment to a strong partnership with Business Objects..

- Backed by an **experienced team** committed to ensuring prospective customers learn how to compliment existing technologies and to gain competitive advantage.
- Whether a scheduled "1 hour event" or on demand, **RPF is available** to make the call on short notice.
- Remote POC allows for **technical expertise** to join the session from **anywhere at anytime**

Remote Consulting Services

RPF provides Remote Consulting Services to deliver off-site Business Objects expertise across the product

suite. Anywhere from report and dashboard management to BOXlr2 migration, RPF is available to provide the necessary skills to make the customer successful.



- Small to Mid-Market customers currently utilize this service to "navigate the waters" of BOXlr2 migration. **Using remote access tools, RPF Consultants effectively performed migrations** of report/universe objects and security structure at attractive rates less than that of standard on-site consulting.
- **Successful product installations** performed remotely greatly facilitated eventual on-site engagements.
- **Flexible deployment of resources** which allows for projects to meet deadlines with time to spare.

Application Level Technical Support

Qualified RPF customers can register for technical support through RPF and have access to certified Business Objects resources to assist with issues they encounter with their current Business Objects implementations.

- Backed by our Business Objects expertise and the RPF Knowledge Base, RPF customers can easily and instantly have additional options to **resolve technical issues**. This service is intended to supplement existing Support offerings the customer has purchased from Business Objects.
- **Immediate access** to a technical resource via toll free number, email or instant messenger. Customers enjoy the instant availability during crunch time.
- Since 2006, 40 RPF customers have utilized Remote Services with **83% of all incidents resolved in-house**. The remainder of the issues required product fixes and specialized knowledge only available via Business Objects Customer Support.



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