



## EXPERIENCE YOU CAN TRUST

At Arbutus Software, we believe that a strong level of service is as important as the capabilities we provide with our technology.

When it comes to customer services, our dedication to the success of our customers is nowhere more evident than in our Professional Services.

## Arbutus Professional Services

The goal of our world-class group of technical support, training, and consulting professionals is to ensure our clients effectively utilize all the technical power and business advantages of Arbutus products.

Our trainers and consultants can help your projects or implementations progress smoothly, on-time, and on budget. Working side by side with your key personnel, Arbutus professionals ensure important knowledge transfer occurs, setting you up for success.

### TECHNICAL SUPPORT

The Arbutus technical support team is committed to helping you maximize your use of Arbutus products. We deliver on this commitment with:

- Fast response times
- Experienced, well trained, technical support staff
- Guidance on Best Practices with Arbutus technology
- New version upgrades
- Exclusive access to our online User Forum

### TRAINING

Arbutus Authorized Training courses are available for all levels of on-site training, from introductory to advanced.

On-site training can be a convenient and cost-effective way for you and your team to receive valuable education without costly travel expenses or lost productivity. With a lower average cost per participant, on-site training eliminates the need to travel for training and offers the opportunity to maximize Arbutus training for your staff.

- Convenient – Courses are delivered to your team, at your location, on your schedule, and exclusively for your employees
- Cost-Effective – Eliminate travel time and expenses (with lower per trainee cost), while increasing overall productivity
- Optimal Use of Time – Disruptions in business are minimized with employees remaining on-site for training
- Content Flexibility – Course content can be expanded to consider your organization's data and tests, time permitting
- Quality Instruction – Every Arbutus instructor is an experienced trainer and user of Arbutus technology

## ARBUTUS CONSULTING SERVICES

Arbutus Consulting Services can assist you in the most effective use and implementation of Arbutus products. Below are some of the tasks our consultants can perform.

### Addressing Data Access Challenges

- Work with your IT department or provider to access and define the correct data sources
- Stage data files from different formats and databases in one centralized data store for improved performance and analysis
- Provide configuration and set-up assistance for Arbutus Servers

### Custom Development of Arbutus Procedures

- When your internal resources are unavailable or better used on other projects, Arbutus consultants ensure fast development and deployment of customized procedures or applications
- Create automated analysis and reporting tasks

### Data Perform Data Analysis

- Conduct advanced data analysis tasks, or teach you to perform or automate them
- Work with your team to develop required data analysis tests
- Mentor your team in data analysis best practices using Arbutus

### Product Implementation Assistance

- Partner with your team to ensure your implementation of Arbutus technology occurs on time and on budget
- Ensure that you gain immediate and ongoing business value from your Arbutus technology investment

### Initial Product Assessment

On larger projects, Arbutus consultants can conduct information gathering and initial data analysis to provide insight into the scope of a project from an Arbutus technology perspective.

## DELIVERY OF CONSULTING SERVICES

### Hourly Consulting

For smaller or initial assessment requirements, Arbutus consulting services can be utilized on a per-hour basis.

### Fixed-Fee Projects

Arbutus provides fairly priced and competitive consulting services on a fixed-fee basis for well defined projects.

### Block of Consulting Hours

Often at the start of a project or implementation, there is a general recognition of a need for outside assistance, but not a specific or complete understanding of when, where, or how it could best be utilized. Arbutus provides the option of purchasing a block of prepaid consulting hours that can be drawn against, as needed, throughout a project, which:

- Provides flexibility on when, where, and how consulting resources are used
- Eliminates delay and uncertainty when requesting more funding for consulting hours
- Provides a fixed cost for budgeting and approval purposes
- Offers a discounted hourly fee compared to hourly consulting

Arbutus consultants are available to assist at any stage of your project. When we become involved, your project timelines become our project timelines, ensuring on-time and successful implementation of Arbutus technology.

To learn more about Arbutus Professional Services, please contact us.

“Arbutus has outstanding customer service and technical support. Its delivery is above and beyond any other data analysis software I have used.”

*Margie Reinhart,*

*CEO, Reinhart Forensic Consulting LLC*

“Support by the Arbutus team has been second to none. Often there has been a response time of less than 10 minutes, and they don’t mind ‘simple’ enquiries either. Things are explained in a non-technical manner, which is very helpful.”

*Dick Price*

*S2Mprofits.co.uk*

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*Based on 25 years of innovation excellence, Arbutus delivers the very best in purpose-built audit analytics technology to meet the exacting demands of today’s business environment. Auditors, business analysts, and fraud investigators rely on Arbutus to enhance their testing, analysis, and compliance capabilities.*

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