

SolutionCARE

Resource Experts for Everything Winshuttle

The Challenge

Winshuttle products are robust and can solve a myriad of business issues. There are powerful features and functions to accomplish many automation scenarios. There are common challenges faced by many organizations using Winshuttle, especially Foundation:

- Infrastructure resource constraints to manage the environment of the application. Talking with Moen, they said "Our IT Winshuttle and SharePoint resources are booked, so we turn to SolutionCARE."
- Extending developer skills to more complex use cases such as integrating with other business systems (Email, SharePoint, CRM, PLM, HRIS and more).
- Guidance required to design and build solutions that are both flexible and scalable as the business grows.
- Lack of time and architectural know-how to map out Winshuttle Foundation utilization for new use cases.
- Resource constraints for internal Studio development.
- Keeping new and existing staff current on Winshuttle tools, features, and functionality.
- Expertise to triage issues, performing logging, identify and solve problems that may have nothing to do with the Winshuttle product.

"The SolutionCARE offering made the issue-to-resolution process super smooth and added value to Winshuttle Workflow Maintenance the product itself."

- Kerry Hoffman, Pfizer

"CPS has been an invaluable partner, helping us to overcome some complex workflow solutions. If you are using Winshuttle and have complex issues to overcome I would highly recommend using CPS."

-Jim Polley, Raytheon Co.

Key Benefits

- Umbrella support covering: Solutions, SharePoint, Winshuttle Software, BI, and more...
- Discounted training and project services
- Access to CPS Pre-Packaged Winshuttle Accelerators
- Intuitive client portal for ticketing and support visibility
- Annual process health-check / BVA refresh, ROI and strategic road-mapping for Workflow planning
- SharePoint governance and architectural guidance
- Access to monthly Winshuttle WebTips series and all LEANutopia process sessions

Ways to Get Started

- Packages starting as low as 5 hours per month, scalable as your needs change
- NEW Customers receive 5 free hours to try it out
- Contact Info@clearprocesssolutions.com

The CPS Solution

SolutionCARE. The most widely used block hour services support for Winshuttle CPS supplements standard product maintenance with experienced staff in every time zone. We address process, solution, best practice and environment issues that may influence the Winshuttle application under tight SLAs. Our support offering is sourced by expert architects that diversely know SAP, Winshuttle, SharePoint, Qlik, Microsoft BI and many other BPM and RPA solutions.

The SolutionCARE Difference	CPS SolutionCARE	Winshuttle Maintenance
Winshuttle software updates	No	YES
Winshuttle Software Issue Identification	YES	YES
Installation and upgrade assistance	YES	YES
Winshuttle Environment Planning and Monitoring	YES	No
SharePoint production issues	YES	No
Non-Production environment triage, support and monitoring	YES	No
Best practice Overview for Winshuttle Foundation and Studio Tools	YES	No
Winshuttle licensing guidance, governance and best practices	YES	No
SharePoint architecture, best practices and troubleshooting	YES	No
Network and database performance testing and troubleshooting	YES	No
Winshuttle Solution Roadmapping	YES	No
Winshuttle Query and Transaction script development and testing	YES	No
Winshuttle Add-ons (PowerShell Scripts, Web Services, Javascript, etc.)	YES	No
Development of workarounds for general software problems	YES	No
Foundation solution design support	YES	No
Short-duration training sessions - Winshuttle, SharePoint and Qlik	YES	No
Annual process health check / BVA updates and review - roadmap	YES	No
Process BI dashboard scaling for solution specific KPIs	YES	No
Architect coaching for customer developers	YES	No
Foundation solution Enhancements	YES	No
Qlik View to Qlik Sense Conversions	YES	No
Qlik View and Qlik Sense BI Architecting	YES	No
Qlik View and Qlik Sense BI Best Practices Overview	YES	No

About Clear Process Solutions

Clear Process Solutions (CPS) is the premier global services / implementation partner for Winshuttle with expertise in Winshuttle Foundation. A turnkey provider of Winshuttle packaging, licensing, training, services and support, CPS specializes in process results. Our team has deep experience in both SAP and Winshuttle toolsets. CPS implements both mass data automation and mobility enabled webform and workflow which integrates with SAP and extends across other ERP, PLM, and CRM systems.

▶ Active SolutionCARE customers will receive these Accelerators exclusively built for Winshuttle:

- CPS SmartMonitor – Robotic Automation for Foundation, this Monitor automatically wakes up if background jobs or form renderings fail or if temporary files eat up server space. Smart enough to take action so the process moves on.
- CPS SmartAdmin - Bring all admin tasks together in one place, simplifying cancellation of workflows, task reassignments and completion, background job analysis and resets.
- CPS SmartAPI –This accelerator helps you build Composer integrated programs in hours, not days.