



Enhance Your Aurea Solution with World Class Professional Services

Aurea CX Process Business Value Acceleration Propack

Customers don't interact with you in silos. Their journeys span multiple channels, causing them to interact with multiple layers of complex applications. Ensuring that your business process automation can adapt to and keep pace with rapidly evolving applications is critical to business continuity and success, and to a seamless customer experience.

With the help of the right professional services experts, you can optimize business process management to ensure peak performance. The problem is that traditional professional services solutions are expensive. Often, resource availability is unpredictable, and the expertise of those resources uncertain. With Aurea Propacks, we've eliminated the resource and quality risk, and created an approach that removes the financial uncertainty associated with traditional professional services.

The Aurea CX Process Business Value Acceleration Propack lets you meet all of your business process management needs. Aurea's Professional Services Propacks let you model and measure truly multi-channel customer journeys, while reducing design-build-deploy time by half. It's the most cost-effective and flexible way for CX Process clients to realize their business and technology goals.

Results-oriented approach to simplify services engagements

The Aurea CX Process Business Value Acceleration Propack includes a flexible, preset quantity of Service Request points to spend each quarter, however you see fit. Use requests for the specific services you need – and if you spend them all, it's easy to buy another Propack with the same benefits.

Optimize your BPM with the right Professional Services

The Aurea CX Process Business Value Acceleration Propack includes a broad variety of services that clients can configure to meet specific quarterly goals, including the modeling of new processes and workflows. They can also help you tackle larger initiatives, like the installation and testing of standalone or clustered CX Process deployments.

THE AUREA CX PROCESS BUSINESS VALUE ACCELERATION PROPACK INCLUDES:

System Administration

- Standalone CX Process installation
- JBoss server configurations to use CX Messenger as JMS service provider
- Process Data Archiver and Custom Handler configuration and scheduling
- App packager script creation

Issue Resolution

- Defect analysis and resolution
- Issue analysis

Release Installation

- Release installation in test and/or production environments

Other Services

- System documentation creation and updates
- Documentation of implemented integrations or flows

Application Configuration

- Bizlogic workflow or process modeling
- User interface screen creation and edit
- Integration implementations
- Bizsolo process creation
- Source-to-target transformation implementation and update
- Language localization
- Report creation and edit
- Base structure for templated business expert reports
- Guided Decision Table and Spreadsheet Decision Table creation and publishing
- Technical (DRL) rules creation and publication
- BizRules Managed Adapter configuration
- Rule set update via BRMS portal
- Graphical widget creation
- Migration of CX Process instances

The Aurea CX Process Business Value Acceleration Propack provides a simple, cost-effective way to advance and enhance your Aurea solution, and get the best out of your technology.

Aurea Propacks for speed, simplicity, and quality

Accountability

Aurea is accountable for delivering results for each Service Request. Our cross-functional team of subject matter experts and engineers guarantee project success.

Simplicity

Propacks benefit from accelerated project initiation, and simplified administration and reporting during delivery.

Flexibility

Service Requests can be used for any work you need. It's easy to accommodate changes in strategy and priorities.

Value

Propacks provide a fixed-price alternative, and utilize highly scalable experts and engineers to deliver more value-per-dollar than traditional on-site services approaches.

Expertise

A dedicated Delivery Manager orchestrates delivery, engages the right SMEs, and ensures business continuity.

Interested in learning how Aurea Propacks can help you advance and enhance your business?

Contact us now >



Experience Success.

aurea.com