



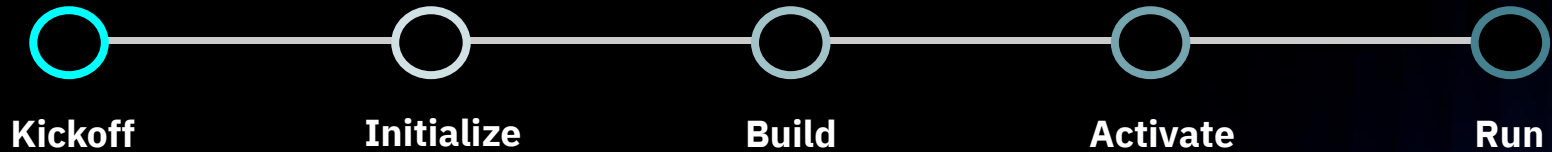
Accelerate your Services Delivery Excellence

"This partnership brings the best in the industry together. Our technology coupled with nCloud's expertise will unlock the full potential of digital transformations and put our clients on the best path for success."

- Srikrishnan Ganesan, CEO and Co-founder of Rocketlane

nCloud Integrators Accelerate Implementation Services for Rocketlane

We understand that the success of your project management, professional services, and customer onboarding solution is critical to your business. That's why we offer expedited and collaborative launches, with initial go-lives taking place within weeks.



nCloud Integrators' Rocketlane Accelerate Quickstart Service takes a collaborative and iterative approach to implementation based on each customer's desired business outcomes, and includes five phases: Kickoff, Initialize, Build, Activate, and Run. Typically, go-lives happen within a matter of weeks. For those organizations already "live" on Rocketlane, nCloud Integrators offers Rocketlane Expert Services best-practice assistance.

**Corporate alignment - PS/CS charter
development & key metrics**

**CRM Connectivity, Historical Data
Migration, Customized PSA Settings**

**Methodology Development &
Template Creation**

Project Management Process / End User Training

**Executive Dashboards, Financial Management, Core
Metrics Tracking**

A Proven Process for Professional Services Automation Success

Professional Services Modernization

Rocketlane, in partnership with nCloud Integrators, brings you an integrated solution that is meticulously designed to unify your projects, people, processes and success reporting, creating a best-in-class delivery engine.

By combining Rocketlane's powerful capabilities with nCloud's unmatched services management expertise, we offer a holistic package designed to elevate your operational excellence.



Customer Portal & Partners module

- Design an integrated experience for your customers (project plan, meeting notes, documents, conversations, updates etc.)



Project Management

- Advanced template creation
- Robust automations
- Define Delivery Methodologies
- Customer Satisfaction Survey Development



Resource Management

- Auto-allocations
- Demand / Capacity Planning
- Customer and Internal time tracking procedures
- Skills Matrix Creation



Financial Management

- Rate Card Development
- Determine Package Pricing
- Define Project Profitability Needs



Team Collaboration

- Project Documentation templates
- Communication templates
- Consistency and time-saving across teams



Business Intelligence

- Develop Executive dashboards and custom reports
- CRM integrations

Rocketlane PSA Ongoing Expert Assistance

Count on nCloud Integrators to **provide Professional Services operations strategy guidance, perform regular evaluations, or maintain full accountability for the administration of Rocketlane**, to ensure your investment meets your services business goals.

Leveraging nCloud Integrators will help **reduce overall adoption risks and administrative tasks** to ensure that expert level resources are available at critical times, allowing you to stay on track with vital services delivery initiatives.

A **consistent, flexible, remote and pre-planned presence** accelerates and guarantees timely answers to meet your requirements, with guidance based upon nCloud Integrators' **Rocketlane Accelerate Methodology best-practices** and real-world use cases.

- *A continued partnership and familiar focus on your Professional Services initiatives and requirements after your initial Rocketlane Accelerate implementation*
- *nCloud will regularly assess your environment, make needed improvements, stay on top of the latest feature and functionality updates, develop additional assets, and work directly with your Professional Services Operations and Management team and other stakeholders to ensure you have the most optimal Rocketlane environment possible.*
- *Ongoing knowledge-transfer, training and enablement for your internal teams to ensure optimized use and adoption of Rocketlane*
- *Regular reviews of and input on your project templates, reports and dashboards, financials tracking, resource management techniques and project performance metrics.*

Engagement Level:	Strategic	Basic	Standard	Premium
Quarterly Allotment	25 hours	40 hours	60 hours	80 hours



**Your Success is
Our Business**

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**CONSULTING
ALLIANCE
PARTNER**

»rocketlane

www.ncloudintegrators.com
hello@ncloudintegrators.com

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