



## Condeco Services

Our dedicated Professional Services Team has a wealth of experience in customer support, project management, implementation and training, ensuring that our clients get the best knowledge and service available in the market today.

### Support

We strive to make our software as easy to use as possible, but questions and problems naturally come up from time to time. That is where our support team steps in to help; when you call us for support, you will not get routed to a call centre on the other side of the world, you will speak to our own in-house experts, who know our systems inside out.

### Project management

Our experienced project managers assist with new implementations, provide advice and direct our customers as required whilst acting as the key liaison between the customer and Condeco at all times. With one of our project managers on board, the delivery of a Condeco project is always smooth and on time.

### Implementation

Once a customer has confirmed to employ Condeco in their organisation, we arrange an implementation meeting with key project co-ordinators within your organisation and one of our project managers.

The purpose of this meeting is to outline the configuration options of the Condeco system relevant to all locations, how data will be collected, how existing data can be migrated and to set key time frames in moving forward.

Note that our team can help you to identify the best route of migrating existing data and bookings into your new Condeco system. We have a number of scripts available that will automate the process to carry data across from other booking systems. Should your requirement not fit within one of our current processes, we have the in-house experience to work with you to deliver a solution.

Following this initial implementation meeting, we will produce a detailed project plan to include milestones, the required information from your relevant departments and our action plan. At this stage we would also initiate discussions with your IT infrastructure with regard to server and hardware requirements so that these are 'in progress' whilst moving forward with data collection.

We then populate the system and load the solution onto your UAT environment. Once the software is loaded, the testing phase can commence. Once you have accepted this, Condeco is ready for the live environment.

To find out more or to arrange a demo

call +44 (0)20 7001 2055 or visit [www.condecosoftware.com](http://www.condecosoftware.com)



## Training

Often large organisations will have a training department that is assigned to manage change within the organisation so where possible, the Condeco Application Trainer will deliver the training to the customer's internal trainer. We will work closely with the training department to ensure that we work within the customer's existing process and procedures.

Administration training normally takes one to two days depending on the size of the project with key users looking at high level administration and set-up features.

Additional consecutive days would be utilised as either user training or workshop days where key user groups can attend workshop sessions to review system functionality and usability.

All customers receive user manuals, and they can also get assistance from the help files, which appear within the Condeco application.

## Systems architecture

Condeco is written in ASP and C# ASP.NET. and is a web application hosted with Internet Information Server with a Microsoft SQL2005/2008 database backend.

Our development team uses standard Microsoft Technologies and development methodologies to ensure that the system is secure, swift and can be included in your organisation's normal back-up routines.

Condeco also has the ability to use your organisation's Active Directory for secure access into the Condeco system. The Condeco Emailing sub-system utilises a queuing system, which ensures rapid email delivery even during peak operating times.

The application is accessed via IE6 (SP3), IE7, IE8 and Firefox 3 on a Windows platform and Safari on a MAC platform and employs a variety of technologies to ensure a rich user experience.

Alternatively Condeco's room booking feature can be accessed through Microsoft Outlook and allows meetings and rooms to be booked from the Microsoft Outlook Calendar. This facility is available as a standard Outlook form that can be published from the Organisational Library in Exchange. This means that there is no need for individual installs on users' machines, with no additional set-up as the form is centrally administered.

The room booking application can also be accessed through Lotus Notes from version 6 and above to achieve a seamless, simple user experience.

## Recommended system requirements

### Application server requirements:

- Intel Xeon Processor 2.0 GHz ■ 2GB of RAM ■ 2GB available disk space
- Microsoft Windows 2003 ■ Internet Information Services (IIS) 6.0 / 7.0

### Database server requirements:

- Intel Xeon Processor 2.0 GHz ■ 4GB of RAM ■ 5GB available disk space
- Microsoft Windows 2003/2008 ■ Microsoft SQL Server 2005/2008

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