

# Noble® Implementation Services

## Project Management & System Installation

Noble® PRO : Enablement Services

Every **Noble® Implementation Services** engagement follows a proven methodology to achieve successful project completion. We take every precaution to ensure a smooth installation process with minimal downtime, because we know the value of every calling minute within the contact center. From a Project Management planning perspective, we collaborate with you to set expectations in advance, identifying the responsibilities of each party, defining deliverables and required resources, and creating a timeline that matches with the scope of the project and your unique requirements.

Noble Systems follows a standard methodology for all implementation projects, using a process that has been refined and proven successful over hundreds of installations. We will provide a Project Manager (PM) and a team of professionals for customization, installation and training on the Noble platform. The PM oversees the implementation process, serving as a liaison between the client and Noble Systems. They work with the Account Manager, key contacts at the client company, and members of the Noble services team. Our project team will work with you to define a customized project plan that meets your target project and implementation goals, and which sets expectations for the project and identifies the necessary resources for on-time delivery and a smooth transition to the new system.

### ■ Needs Assessment

The needs assessment provides an in-depth view of your business and its requirements for call center technology. Your input is essential to developing a system tailored to your day-to-day operations, as well as your company's long-term strategic plans. By learning about your workload, operating environment, company direction and communication channel needs, we can design a solution and implementation plan tailored to fit your company's unique requirements and business structure. We create a Functional Design Specification for each implementation that details the specific software architecture and application parameters and outlines the scope of the project.

### ■ Success Factor Identification

The implementation of your Noble solution is enhanced through the identification of Noble Systems' factors for success, including: Expertise in effectively applying technology; Demonstrated commitment to client care; Quality philosophy and processes; Know-how in contact center management; and Experience in planning and delivering on-time, on-budget client implementations.

### ■ System Customization

We recognize that not all call centers have the same needs. Noble's modular solutions allow you to select the options that best suit your business structure. Our product experts will work with you to create the foundation of your system design, with system customizations that go beyond our core components and enhancement tools. Existing software applications can be modified and tailored to your specialized business needs and new applications can be developed to your specifications.

### ■ System Installation & Training

Noble Systems will deliver and install your solution on-time and on-budget, based on the Project Plan. All installations are completed by Certified NSC Implementation Engineers. A Noble Trainer will deliver on-site and classroom training following system installation. Additional courses are available to help you to further optimize the power and efficiency of your system.

**“ We have confidence in Noble Systems as our vendor because each time we asked a question of the Noble® PRO team, it was answered immediately. It took three days for the install, and we have been up and running ever since — with no downtime. ”**