



Advanced Professional Services

Making a Professional Service Order



Identify the need with your client success manager



Your client success manager will put you in touch with **Advanced Professional Services**



Block out the number of hours for your professional services order

Between our IT support, the in-app support ticketing system, and the extendability provided by the ClientTrack Designer Toolset, Eccovia goes above and beyond to make sure you have everything you need to get the most out of your ClientTrack solution. But sometimes, you need something more. That's where Advanced Professional Services come in.

WHEN NEED GOES BEYOND THE SCOPE

We are committed to partnering with you to ensure your ClientTrack solution scales with you as your organization grows. From designing and implementing new workflows and business rules to performing ad hoc data analysis, our Advanced Professional Services Team will partner with you to create a professional service order with the estimated time and resources needed to deliver the enhancement.

KEEPING WITH THE BUDGET

In order to keep things simple, Advanced Professional Services are provided at a standard hourly rate. Blocks of hours can be purchased in advance. This streamlines the process of creating a professional services order so you don't need to sign a contract each time. For the organizations that like to plan your budget in advance, you have the option of pre-purchasing a block of advanced support hours at a discounted rate. You can then use the hours as you need throughout the year.