

Our Services

Helping Customers Realise Value from the ProcServe Trading Network

For over fifteen years, ProcServe has been developing, implementing, and supporting innovative eProcurement and supply chain solutions that help industry-leading organisations achieve measurable improvement in their business performance. Our customers rely on our Consulting Services team to deliver measurable value to their organisations.

We provide managed consulting services that enable you to add more value quickly and efficiently to your existing investment. Our ProcServe Trading Network is fully managed and hosted by ProcServe, and requires minimal technology requirements, basic Internet access and PC terminals, and minimal training investment. As a managed service there are buyer side and supplier side customer helpdesk services included as part of the on-going adoption of the solution.

ProcServe has several service offerings including:

Implementation Services provide consultants who can quickly configure the ProcServe Trading Network to meet specific customer requirements. ProcServe follows a three-stage implementation methodology framework to suit the unique needs of each of our customers, to minimize risk and to deliver ROI. Taking advantage of the highly flexible and configurable nature of the ProcServe Trading Network, our consulting services team worked with you to adapt the solution to your varying environments and requirements.

This phased implementation approach provides several benefits including:

- Increased Return on Investment - from earlier delivery of initial benefits
- Decreased Implementation Risk - through rapid and focused delivery of solution functionality and measurable value
- Ensures ProcServe delivers immediate value to your business in the areas which matter to you

We provide a range of consulting services that are designed to enable you to exploit the savings and benefits that our solutions deliver. Our consultants have the expertise to help you transform your business processes, supply chains and procurement functions.

Read more about our [implementation approach](#).

Training Services provide standard and customised training materials when requested to help organisations prepare their project team, internal trainers and end users for using the ProcServe

Trading Network. The ability to understand how our solutions support day-to-day activities is key to adoption and value realisation. We work together with you to provide role-based instruction to prepare your users to use the Trading Network in their daily procurement activities.

Supplier Management Services - One of the biggest reasons for failed spend management deployment is an inability to bring suppliers on-board quickly. Imagine if a spend management system was rolled out with only 50% of the suppliers enabled. When employees go to the system to purchase something, after a few searches, they would soon realize that the supplier for the product they are looking for is not in the catalogue yet. Frustrated, having wasted their time, they would have to use the old method to buy that product. After a few such mishaps, they would stop going to the system altogether - a failed implementation.

To help overcome these challenges, the ProcServe supplier management team are available to work with you to ensure efficient supplier enablement for each customer implementation and to maximise content on the Trading Network. ProcServe works closely with you and your suppliers to ensure a smooth registration process through to driving accurate information and content.

Read more about our [Supplier Enablement Services](#).

Customer Support - At ProcServe we are committed to achieving the highest level of customer satisfaction and as such we have a dedicated customer support team who are dedicated to delivering:

- Prompt issue resolution through web, email and call centre support
- Quick assistance to high-impact problems
- Timely problem resolution
- High-quality fixes and information
- Up-to-date service and installation information

[Contact Customer Support](#)

Account Management provides ongoing on-site support for our customer organisations, providing you with a personal level of service after implementation. Acting as the primary liaison between ProcServe and you, the customer, the Account Manager is responsible for coordinating with the customer team on the day-to-day activities of the Trading Network and monitoring and tracking all support requests to maximise your experience. Our quarterly Customer Account Management meeting identifies achieved success criteria and highlights opportunities for increasing value within your organisation. By helping you realise value from the Trading Network, ProcServe Consulting Services is integral to delivering increased ROI, a low-risk project, and a successful long-term solution.