

Upside Software

Service Offerings



Overview

Upside Software complements its #1 rated product suite with comprehensive services. Ensuring a personal touch is added to every point of customer contact, each service is delivered to tailor-fit the unique needs of each client. With experience in about 300 successful customer deployments, Upside has polished its area of technical expertise and brings hands-on experience in delivering exceptional service offerings. Whether your needs are simple or extensive, Upside works to create a solution that is both feasible and valuable to your organization.

Training Services

Properly educating end-users on how to best use our software is a key step in ensuring you are on the right path to contract management success. Upside Software's team of dedicated and knowledgeable trainers assist users throughout the entire contracting process and train a broad spectrum of users of all skill levels. Training can be delivered in various formats such as instructor-led (in-class) training and web-based training (using live and recorded mechanisms). For users who have participated in basic training, there is an opportunity to advance their skills with Train-the-Trainer training; this course provides users the skills to educate their internal resources for improved self-reliance. Upside offers both train-the-trainer and end-user training.

Trainers will conduct a needs analysis in order to discover your organization's learning initiatives and develop a quality and cost-effective curriculum to best suit your needs. Supporting course materials will then be customized and delivered with the instructor-led training. Optimize your investment in Upside Software and let us provide the tools and knowledge to give your organization a competitive edge.

Benefits: Increased user adoption, reduced contract life cycle time, and improved collaboration with internal/external stakeholders.

Template Consulting Services

Once you've become familiar with the basics of the software, you may wish to focus on improving upon a particular area within the application. Creating templates is a fundamental part of contract management—are you leveraging all of the features templates have to offer? Upside Software's unique smart template technology allows content to be customized based on user entered variables and conditions. If utilized properly, this powerful feature can drastically cut down on contract creation time and increase consistency.

Upside's template consulting service is conducted by technical consultants who will cover topics such as linking subsidiary templates to a master template, features that allow for easier formatting, and general best practices in contract and template creation.

Benefits: Simplify management methods of templates/contracts, improve consistency in both formatting and content, and increase efficiency while ensuring compliance/governance.

Award Winning Upside Software

Upside Software's dedicated and diverse team of IT professionals have helped bring recognition to the company regionally, nationally, and internationally. A few awards and accolades include:

- 2010 Canada's Top 100 Employers
- 2010 Canada's 50 Best Managed Companies
- 2009 Supply & Demand Chain Executive Top 100
- 2009 Financial Post Top 10 Employers Award
- Listed as #17 on 2006 Deloitte Fast 50 Canadian Technology Company listing
- 2006 Microsoft Regional Customer Award
- 2006 Premier's Award of Distinction
- 2005 Microsoft ISV Innovation Award

Part of the reason why Upside Software is recognized as the leading Contract Lifecycle Management (CLM) provider is because of its investment in R & D. Upside regularly invests more than 20% of its annual revenues to R & D, which is three times the industry average.

With a focus on R & D, the Upside team is able to incorporate suggestions from our customers into the application in an effort to continually improve upon solution offerings for you, the end-user.

Documentation Services

Typically, no two organizations use Upside Software solutions in the same way—so why should you settle for generic documentation? Upside Software's documentation team uses their technical knowledge to clearly communicate and record how your organization uses the application. A consultation will be provided to determine your specific needs and customized documents will be created (for example, incorporating your organization's naming conventions and business processes). Soft copies of the finished product will be provided to facilitate distribution amongst key stakeholders.

Benefits: Customized documentation, improved standardization of business uses of the application, and invaluable information on application knowledge available at your fingertips.

Consulting Services

Upside Software offers numerous consulting services to meet your needs:

- **Best Practices:** Upside Software maintains a core group of internal consultants who are well versed in best practices pertaining to contract and commitment management. Consultants engage customers during the implementation phase, optimizing business processes to maximize the value of our solutions and return on investment.
- **Systems Integration:** The Upside Software Services Team works with customers to define, organize, and implement complex business solutions of any size. We work with customers' staff and vendors using a pragmatic and effective approach to maximize the value of every solution.
- **Business Intelligence (BI):** Upside Software maintains a strong core of BI, data warehousing, and data analysis expertise. Our BI consultants are typically engaged to maximize the value of data being captured within our products and linking it with other corporate data.
- **Service Partners:** In addition to our own service capabilities, Upside Software has a well developed network of global partners that provide added value in specific industry verticals, geographies, and / or functional areas.

For more information about Consulting Services, visit:
<http://www.upsidesoft.com/Upside+Software/Products/Consulting+Services.htm>

Interested in our Services?

For more information or for a pricing quote, please email insidesales@upsidesoft.com. If the type of service you are looking for is not listed here, please contact us with your request. We would be more than willing to create a solution to fit your needs.

About Upside Software

Upside Software is the worldwide leader in Contract Lifecycle Management (CLM) solutions. Customers around the globe use Upside Software's suite of products to confidently perform Contract Management, Commitment Management, Sourcing & Procurement, and Invoice & Billing management activities throughout their organizations.

Upside Software's products address the needs of Enterprise (e.g. Fortune 500, Global 2000), Public sector (Federal, State / Provincial, Municipal and Health Care), and Small & Medium Enterprise (SME) customers. Customers realize significant cost savings while improving customer and supplier relationships. Upside Software's solutions are deployed very quickly & typically provide a full return-on-investment (ROI) in well under a year.

Founded in 2000, Upside Software is a profitable (since 2001), rapidly growing software company with an advanced, yet mature, and comprehensive product suite. The company has extensive experience delivering real value to customers (about 300) of every size and in most industry verticals.

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