

Avoce++e ServicePlus for Accela

Avocette's ServicePlus for Accela is a comprehensive managed service designed to provide clients the best possible Accela experience—from implementation to training, long term support, and enhancements.

ServicePlus for Accela maximizes the return on your Accela Civic Platform investment with a suite of services to ensure continuous solution improvement and the ability to schedule and manage maintenance cycles. ServicePlus is a customized approach to ongoing Accela support and enhancements.

Unparalleled Service Levels

Avocette ServicePlus for Accela delivers seamless enhancements and upgrades to your Accela Civic Platform, vastly improving system stability.

Our large team of Bronze Certified Accela Consultants can complement your internal IT resources to deliver planned projects, maintenance, and enhancements. You will also be assigned a single point of contact for incident escalation, as well as regular status reports, providing you clear visibility into the professional service work performed and successful issue resolution.

Complete Flexibility

As part of ServicePlus for Accela, we work with you to design a comprehensive technology solutions strategy to meet your business objectives. We can tailor a subscription program to meet your unique needs, ensuring you benefit from our full complement of IT professional services.

With a ServicePlus subscription, you have access to our suite of services, including a preferred rate for any delivery services that you may require.



Civic Engagement Done Right

We help you get the most out of your Accela Civic Platform

- ✓ Handling implementation issues
- ✓ Getting the latest version of Accela deployed
- ✓ Moving to the cloud
- ✓ Enhancing mobile access
- ✓ Getting useful information from your reports
- ✓ Designing efficient workflows

Expert Training

Accela is a highly configurable software solution that requires users to achieve a high level of expertise. Avocette's ServicePlus for Accela includes in-depth training and knowledge transfer to ensure our clients are fully empowered in using the software. We provide workshops, one-on-one training, and ongoing education so our clients get the most out of their Accela platform.

“*Avocette has exceeded our expectations as a vendor. They have been very responsive to our needs, timelines, and have met every commitment they have made to us.*”

— Elizabeth Kimmel, Accela Database Administrator
Planning and Building, County of San Mateo, CA



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TECHNOLOGY TOGETHER

Avocette ServicePlus for Accela

Support Services

- Service Desk up to 24x7
- Dedicated Service Delivery Manager
- Service level agreement for incident management
- Accela upgrade and migration
- Data conversion
- New functionality and enhancements
- Integration, including payment server and GIS
- Database maintenance
- Mobile applications
- Report creation and improvement
- Dashboard creation and management
- Automation and workflow improvement
- Private cloud migration
- On-premise to Accela Cloud migration
- On-call and after hours support
- Training, ongoing and remedial
- Short term staff augmentation

Project Delivery Services

- Implementation of new modules and services
- Estimation
- Training
- Analysis, design, and implementation
- Integration
- Data conversion
- Quality assurance
- Deployment
- Project management
- Organizational change management

Why Avocette ServicePlus for Accela?

Accela Civic Platform is a powerful software solution intended to connect citizens with government. Yet, with that power comes complexity and common customer concerns:

"We need more training to get more out of Accela."

"We're not seeing the productivity increases we thought we'd get."

"Our implementation did not go well."

"How do we get Accela into our own private cloud?"

"Our staff and our clients need more support."

Avocette ServicePlus was designed to meet those concerns. We recognized the need for extended support, configuration, and training beyond the support that has been traditionally offered. Avocette ServicePlus brings peace of mind to your Accela administrators, staff, and citizen users.



Avocette provides us with world class service and an attention to detail that contributes to marked improvements in our Accela implementation.



– Regional Municipality of Wood Buffalo, Fort McMurray, AB

About Avocette

With one of the largest and most experienced teams of Accela experts in North America, Avocette Technologies helps clients get the most value out of their Accela Civic Platform.

Avocette has been trusted to deliver high-value information technology solutions for all levels of government and public sector organizations since 1977. We bring significant expertise to many areas including systems integration, GIS consulting, business analysis, data migration, and project management.

We are committed to your success.

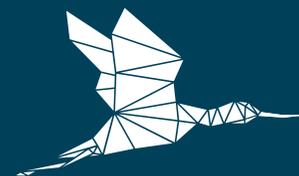
Avocette ServicePlus

Learn more about ServicePlus Today

If you're ready to get the most out of Accela, we are ready to be your trusted partner. Contact us at ServicePlus@avocette.com

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