

Consultant on Demand

What is Consultant on Demand?

Consultant on Demand is a consulting offering from Attachmate® Professional Services that is focused on providing you with a dedicated consultant who combines expertise in Attachmate solutions with specific knowledge of your business.

Consultant on Demand provides remote consultant support to operationally review and improve your current Attachmate infrastructure. It may consist of, but is not limited to:

- **Product Implementation**—Let us help you plan, install, and configure the latest Attachmate software releases. Whether you are starting from scratch or migrating to a new operating system or a new product version, Attachmate can expedite the process and get you up and running quickly.
- **Custom Software Development**—Extend your legacy data and logic either as an application or a data source. Attachmate can help you craft solutions that give your business a competitive advantage.
- **Automation**—Become more productive, saving time and money. Our specialists can assist with creating macros for recurring processes. We can also help you fine tune existing macros and learn how to use your product's API more efficiently.
- **Host Integration**—Leverage your host systems to create entirely new applications that exactly meet your business needs.
- **Remote Training/Knowledge Transfer**
- **Product/Technology Health Check**

Covered Products

We offer consulting services for the following Attachmate products:

- Attachmate Reflection®
- Attachmate Reflection for Secure IT
- Attachmate Reflection for the Web
- Attachmate Reflection X
- Attachmate INFOConnect®
- Attachmate Verastream®
- Attachmate FileXpress®
- Attachmate Luminet®
- Attachmate DATABridge™
- Attachmate EXTRA!®

Benefits

Attachmate Professional Services functions as a trusted provider who knows your business and installation. As an extension of your team, we deliver:

- Fast response and challenge resolution; first answer to requests within four business hours.
- The most knowledgeable service representatives in the industry, ready to tackle the toughest challenges.
- Direct routing to an expert highly proficient in providing technical solutions to your problems.
- Solution extensions for fast, targeted customizations.
- Great flexibility as remote service can be converted at any time into on-site support/service if necessary.

“Our consultants are some of the most experienced in the industry, combining years of hands-on knowledge in successful project implementation. As part of your on-demand team, we can most effectively ensure your success, delivering the right skills exactly when and where you need them.”

– Joachim Stampfl
Director, Professional Services EMEA, Attachmate

Engagement Scope

The scope of your engagement will vary depending on your needs and the specifics of your infrastructure. Before we begin, the Attachmate Engagement Manager will provide a Written Statement of Work to communicate our plans and deliverables, and align with your business goals.

Pricing Details

The Consultant on Demand offering is provided at a 20% discount off Attachmate's traditional Consulting rates. Please contact your Professional Services Engagement Manager for current pricing.

About Attachmate Professional Services

The Attachmate Professional Services team brings years of collective experience designing and deploying software solutions for our enterprise customers.

Our team helps you realize the full potential of our software products, enabling faster return on investment, measureable business impact, and reduced workload for your teams. For additional information about Attachmate software solutions and services, please visit www.attachmate.com or contact your local Attachmate sales team.



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