



## Professional Services



With the business environment becoming ever more competitive and technology introducing new ways of conducting business, Delphi can help you stay ahead of the competition by extending available services and maximizing operating efficiencies. Discover how our professional services can help you before, during and after implementation.

Delphi provides a one-stop set of services and information for your business.

#### Presale Consultation

Our expert team works with you to not only determine the intricacies and details of your business activities, but how you and your staff can best utilize your existing solutions to maximize your return on investment.

Delphi helps our customers exceed their objectives and guides them toward more successful business results.

We provide top-notch database implementation and administration services, along with data warehousing capabilities. We have recent experience with most database systems.

We support accounting, retail management / store operations systems, and advanced server technologies.

Make the most of your information technology. We have the experts to handle any mission, however critical. Our technical consultants and project managers deliver the full spectrum of implementation and integration services, with a focus on customer service.

#### Account Management

Delphi provides expert professional services. A full consultation service for operation, service, usability and deployment of systems is available. Delphi can also help in developing a robust business requirements plan and deployment schedule.

Delphi boasts unparalleled experience in designing and delivering solutions. The Delphi account team examines your needs, recommends the most appropriate configuration to maximize your return on investment, tailors your solution to your requirements, and helps ensure a smooth transition from installation to support.

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Potential deployment procedures include:

- On-location site survey for wiring, system design, and pre-installation
- Customized implementation plan
- Network assurance and verification
- Hardware consulting
- Software design
- System configuration consultation
- Configuration and test of interfaces

Key features include:

- Our account team includes dedicated project management to ensure smooth implementation and management.
- Project managers handle the details of your business requirements definition including schedules, project plans, management of on-site resources, and budget forecasts.

Several key aspects are evaluated and made part of the solution:

- Integration with existing databases
- Integration with existing back office systems
- Summary to detail drill-down reporting capabilities
- Configuration of Generic Authorization Accounts for Merchant Services
- Data conversions from previous systems
- Flexible network interfaces: complements network strategies
- Anti-fraud and anti-hacking measures: secure operation
- Proven reliability in the field: confidence in performance
- Sophisticated remote management: for network efficient operations
- Remote updates of content and software: low cost updates

Advantages:

- Scalable Client / Server Systems
- Varied Information Displays
- Simple, user-friendly operation
- Seamless integration
- Supports open database connectivity
- Integrates to MM /Accounting / POS systems
- EDI-compliant
- Dynamic data protection
- Online, real time access
- User-defined security

Delphi Professional Services provide:

- Knowledgeable technical integration
- Performance-oriented, reliable and flexible account management

Delphi is respected for providing the highest quality networked interactive applications and terminals.

#### SOLUTION ARCHITECTS

If you would like more information on how Delphi can help drive your strategy forward then please contact:	
<a href="mailto:solutions@delphi-intl.com">solutions@delphi-intl.com</a>	<b>Delphi International</b>
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