



APPLIED  
**FINANCIAL**  
**INTELLIGENCE**

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Maximise Your Financial Potential:  
Enhance Performance, Increase  
Efficiency & Optimise Value  
with Our Services



# If You Depend on Technology, **YOUR BUSINESS REQUIRES EFFECTIVE SUPPORT**

**Verostone helps you meet a variety of business challenges with a comprehensive suite of support offerings that are designed to meet your exact needs.**

Our industry-leading customer service teams are available to rapidly diagnose and resolve technical problems, as well as proactively plan for future support, with the goal of reducing your long-term maintenance costs.

Each business environment is unique, which is why our support offerings are tailored to your individual requirements to provide the assistance and technical expertise, you need, when you need it.

Whether it's assistance with an initial set-up, a complete overhaul of the existing infrastructure, or additional help with the day-to-day running of an already efficient system, connect with our service experts to explore ways to do more with your investments and move your business forward.

## **Customer benefits:**

- Best practice advice from financial consultants and platform experts
- Access to remote support from implementation consultants and solution architects
- Reduce costs, increase uptime, drive productivity, adoption, and utilisation of your solutions to speed up your return on investment (ROI)
- Reduce risk, increase resilience, and maintain productivity
- Receive end-to-end support from one organisation

## EMEA Support

Verostone offers on-site and remote support to businesses anywhere across the UK and EMEA. So, whether you need single-location support for one project or help for multiple locations across the country, we've got you covered.

## Technology with a Human Touch

You rely on technology to run your business efficiently. To stay competitive and capitalise on new revenue opportunities, you must learn how to access technology in new ways. When you partner with Verostone, you gain access to financial performance management consultants and platform support experts to help you take full advantage of your chosen solution. Combining technological expertise with business intelligence, our service professionals help organisations meet their evolving needs.

## Flexible Expertise

Verostone consultants are some of the most adaptable experts in the field. With access to a wide range of talents, skills, and certifications, Verostone provides the perfect support team to tackle your unique business challenges.

## Simple Integration

Getting extra support when you need it is easy with Verostone. Our platform experts can seamlessly integrate into your organisation, providing practical expertise and training for your staff; whilst ensuring that your implementation is deployed efficiently throughout all phases of the project lifecycle.



# EXCEPTIONAL SERVICE

## Doesn't Stop When your Implementation Goes Live

### We partner with you for the whole journey

Verostone offers a variety of support options to help every area of your organisation achieve optimal software productivity and peak performance for improved bottom-line results.

We're active in every project, aligning technology with business goals and building long-term partnerships that deliver increasing value over time. From solution and architecture design to delivery testing and future maintenance, we support the entire software implementation process, partnering with your organisation, every step of the way.

### Support that fits your needs

Our trained team of professionals can help you address a wide range of concerns, that includes installing and updating software, and performing scheduled maintenance. We can also help you execute initiatives that require considerable expertise, such as cloud migration, disaster recovery planning, and software upgrades. No concern is too limited or broad to receive our undivided attention.



### Getting it right, the first time

Unexpected obstacles can arise when deploying new technology. Difficulties finding answers to questions, or a lack of necessary skills in-house can slow deployments. System downtime can disrupt user productivity, and busy IT teams can become overburdened. Whether it's providing fast answers to questions, training internal teams, or handling entire implementations from design to deployment, Verostone can help.

**Verostone consultants have the platform knowledge and industry expertise to anticipate issues, avoid problems, and reduce support costs. This means:**

- **A proactive approach to monitoring and protecting your system:**

Rather than waiting for things to go wrong, we pre-empt potential problems and implement resolutions in real time.

- **No need for an expert, in-house team:**

Specialised projects require specific skill sets, and if these skills are missing in the team, you may be required to hire new staff. However, adding a new employee can be costly in terms of time and money, which can slow down the development process and strain in-house IT resources.

Utilise the expertise and experience of Verostone's professionals without the cost and implications of employing full time staff members.

- **Increased productivity, reduced downtime:**

By avoiding unnecessary disruptions to your day-to-day operations, your employees are able to work more productively and downtime is also kept to a minimum.

- **Cost efficiency:**

Ongoing support allows us to help you to plan for the future. By focusing on the long-term solutions, such as upgrades for your systems, you avoid the often more costly ad hoc approach of operating on dated software.



# Providing Support Options THAT SUIT YOUR NEEDS

**For getting you up and running and for ensuring your people get the most out of your chosen solution, our team is with you every step of the way.**

Verostone provides an extensive array of support services to help you use and maintain your system for optimal efficiency. No matter what business you're in, where you're located, or how many technical resources you have available, we have a support plan to fit your needs.

## **Annual, Monthly Support Contract**

To guarantee that your business has the support you need, at all stages of your implementation and project lifestyle, we offer annual, monthly support contracts that are structured to give you the best value over time. Typically, an annual contract allows for a specified number of hours (minimum 5 hours) support each month.

Contract hours under this plan are typically used for application related issues such as an import failing or a report showing incorrect data. They can also be used for advice or to assist with a new report. Importantly, these support hours are not suitable for any large-scale work or project-based developments.

In addition to monthly support hours, an annual contract includes periodic review meetings and annual application health checks. Verostone also commits to handling all product related support issues, directly with the technology vendor on your behalf, as well as proactively advising on any product issues as they become known (such as problems caused by windows updates). This will be a standard price based on the number of monthly support hours.

### **Increased efficiency:**

Ongoing, proactive support from our client success team ensures that your systems are proactively maintained and systematically updated, thereby mitigating downtime and driving productivity. Your business also gains access to best practice advice, strategic guidance and periodic system health checks to ensure that your implementation is always working as hard for your business as the rest of your team.

### **Savings:**

Structured support allows your business to anticipate costs, plan for change and adapt as required. This allows your internal workforce to focus on the business at hand, while our team focuses on optimising your systems and processes for success.

### **Insurance:**

Your business gains instant access to a dedicated, personal account manager with comprehensive platform experience; working with you to achieve your business goals. This means that you remove the internal burden of your system integration and enjoy guaranteed response times for all business-critical processes.

### **Peace of mind:**

Implementing a monthly support package allows you the freedom to run your business with the peace of mind that your systems are in safe hands.

## Go Live Support

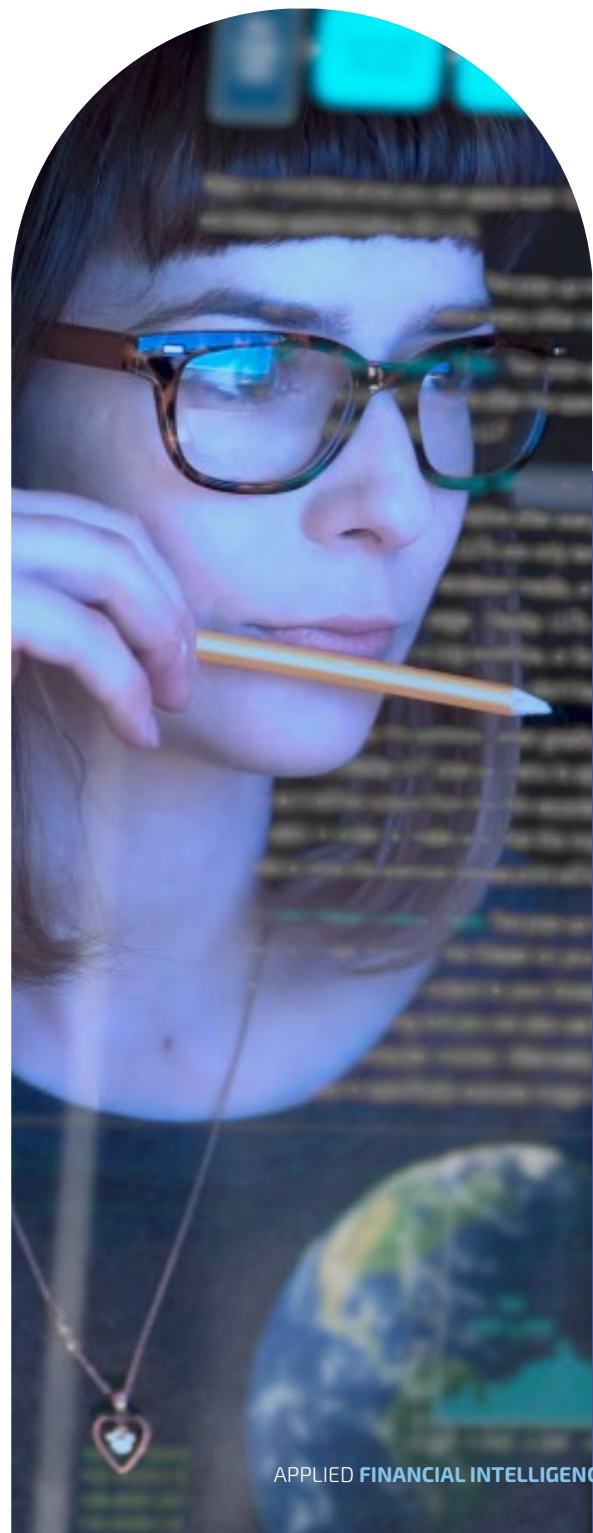
For customers engaging with us to assist with an initial deployment, we can also customise a support offering specifically for this project. Our "Go Live" support package would provide a much higher level of support directly from our expert consultants involved in the implementation. This can be offered independently or form part of our annual support contract as an additional value-add.

## Fully Managed Service

This is very similar to the monthly support contract, but with a greater level of ownership by the Verostone team. In this example, Verostone will effectively act as your "Sys Admin", running monthly processes, managing user privileges, etc. This will be priced based on requirements and the size of application and aims to provide a much more proactive level of support and involvement by the Verostone team. A managed service contract also includes quarterly review meetings and a quarterly application health check.

## Customised Support

For additional flexibility, Verostone allows for a customised support package that is specifically tailored to your needs. This option would be suitable for any organisation that engages with their systems sporadically, for fixed outputs.





# Through Improved Financial Performance **TRANSFORM YOUR BUSINESS**

**Built upon years of successful customer partnerships, we provide tailored solutions to fit your needs.**

## **BI Reporting and Analytics**

A good reporting tool is vital to take the large volume of data created by the modern business environment and turn it into useful information. If you are going to make the best decisions, you need the right insights into what's really going on.

Verostone provides data and analytics services to our clients by analysing business data, compiling reports, and building visual models to explain and illustrate trends and relationships hidden in vast data sets within the organisation.

We will work with you to bring together all the different databases and archives, across all your different business units and locations, to find common facts, identify trends and detect problems before they manifest. Our solutions allow your business to analyse and visualise financial and operational data to identify and highlight trends, variances, and improvement opportunities. While other performance management tools simply offer reports, we offer timely data and robust capabilities, to bring your decision-makers the answers they need.

## **Cash Forecasting and Management**

Cash flow is the most critical aspect for protecting and growing your business, especially now. But pulling different levers to understand their impacts on cash flow should not be a manual, time-consuming process. Ambiguous projections and an outdated, inaccurate view of your cash position hinders your ability to provide clarity to the business.

A changing approach to risk has prompted many progressive businesses to move away from silo-driven outlooks across income, assets, cash sources and operating costs. Gaining a better understanding of your cash flow drivers will help you set targets so you can proactively influence results and plan for future investments.

Our integrated solutions enable your business to effectively manage your cash inflows and outflows to anticipate long-term cash requirements and pay down debt. Together, we will help you to put your cash to work.



## Data Integration

Data is the cornerstone to any business, and data integration plays a pivotal role in making sure that data is accessible and actionable across the enterprise. However, business data often gets stuck in data silos. Different departments have different requirements and systems, and many times, planning data must also be written back into source systems. This results in time-consuming, error-prone processes that create obstacles to being truly financially agile.

Data integration enables your organisation to meet business demands, save time and money, reduce errors, increase data quality, and deliver more valuable data to your business users, who in turn can shift their focus to provide valuable analysis. Modern data integration tools and data engineering techniques can simplify and speed up the process of cleaning, transforming, and bringing together data from all your sources to make it analytics ready. With Verostone's guidance and comprehensive suite of high-end partner solutions, we can help you improve productivity between departments and deliver the greatest possible return on your investment.

## Financial Close & Consolidations

The typical financial close and consolidation relies on an abundance of data, manual processes, disconnected and complex spreadsheets, and email-driven collaboration. It's a slow, friction-filled, error-prone way to gather, organise, and report on your business data.

Verostone expedites the financial close and consolidation process and allows your team to allocate their time to understanding company performance. And by enabling you to automate the tasks that can be automated, your team has more time to focus on higher level troubleshooting.

From local close through to group consolidation and reporting, Verostone can manage enterprise-level complexity, bringing together data from across your business to create a unified reconciliation process. With our support, your organisation can shorten close cycles, produce accurate reports, and improve transparency.





## Financial Reporting & Planning

Finance professionals deal with reporting and analysis daily. With Finance departments under increasing pressure to provide detailed business insights for strategic decision-making, there is no room for disjointed approaches to planning. Plans, budgets, and forecasts need to reflect the reality of today's uncertain landscape. Using stale data risks missed targets and misallocated funds.

Verostone provides organisations with tools to quickly compare data at various levels of detail for analysis. Our partner solutions also offer seamless integration with Excel to work directly where the data and information is needed.

Verostone's Budgeting and Forecasting modules make it easy to gather the necessary data, make insightful decisions, and act without time-consuming manual processes. Our solutions support the entire budgeting, planning, and forecasting process, overcoming the challenges associated with disparate spreadsheets to deliver a truly intelligent approach.

## Sales and Operational Planning

Bring together data across sales, operations and supply chain to create a unified plan. Verostone's Sales and Operations Planning module enables you to monitor signals across all your business units in real time, allowing you to build an integrated plan that ensures all business functions are closely coordinated.

Model the impact of various business changes, from rebalancing your inventory or workforce, working with a new supplier or making supply chain adjustments, taking the risk out of decision-making.

- Model the effects of changes to products, services, processes and suppliers
- Create complex scenario plans that can be directly compared with one another to reach the optimal outcome
- Build dashboards that update with real-time data to monitor KPIs and empower quick decision-making



## Scenario Planning and Modelling

For any business, change is a fact of life, but all too often, technical limitations force teams to rely on the prevailing scenario as the one-and-only backdrop to their budgets and forecasts. Scenario planning is a vital tool for assessing the impact of critical uncertainties, new organisational initiatives, and fresh market opportunities.

Improved scenario planning and modelling will assist your organisation to:

- Define the key internal and external drivers of the business
- Quantify your financial sensitivity to these drivers
- Test the strength and flexibility of a strategy under rapidly changing conditions and multiple variables
- Manage uncertainty by modelling scenarios that depart from the current conditions
- Produce higher quality strategic plans, budgets, and forecasts

Verostone's software solutions help you eliminate the risks of bias and false assumption. Through trusted scenario planning tools, you can apply multiple variables with ease to test the impact of a vast range of market and organisational changes. Equipped with this, you can present reliable, updated forecasts to executive decision-makers, on-demand.

## Workforce Planning

Workforce planning is about making sure the right people are at the right job and at the right time. Your workforce is both your organisation's greatest strength and its largest single cost. Despite this, many organisations find it challenging to rise above the slow, manual, and disconnected processes that strategically separate HR and Finance teams. Collaborating with the business is crucial to managing talent gaps and leaders are counting on you to help them make the right decisions.

Verostone's strategic guidance together with our partner solutions, allow your organisation to forecast and report labour expenses factoring in various drivers that impact your staffing. This will help your business plan ahead by aligning human resources data with assumptions about future increases and budget.

# Helping You to Manage Today's **CHALLENGES & TOMORROW'S OPPORTUNITIES**

**Augment your existing team with the expertise you need to take on both day-to-day challenges and complex projects**

In nearly every scenario, a proactive approach to problem solving is preferable to a reactive one. Financial performance management software infrastructure and maintenance are no exceptions. Irrelevant of the size, age, or nature of your business – a poorly maintained system will have a negative impact on productivity and profitability.

With over 25 years' experience providing our customers strategic guidance and expert recommendations, we provide the right combination of proactive, predictive, and reactive capabilities to help you through today's challenges and the challenges to come.



## Application Health Check

### A healthy software system works harder for your business

In software systems, components can become unhealthy due to transient issues such as temporary connectivity loss, configuration errors, or problems with external dependencies. The "Application Health Check" is a fast, comprehensive review that helps you understand and improve the value you're getting from your internal software solutions.

Under a monthly support contract or managed service offering, clients can expect to receive periodic system "health checks" on their platform implementations.. This involves a consultant looking at the system and checking for any performance related issues or potential design problems. The health check will also address new features and additional functionality that may impact their application. As a client, you will receive a detailed report highlighting any issues found and making recommendations on how to improve the system.

A health check is important for any organisation that has been using their system for at least one year or have been through at least one iteration of their budgeting/forecasting process.

## Call off Hours

### Jump the line with priority scheduling and bookings

The success of your implementation is our number one goal, and we are committed to providing the guidance and assistance you need to make this a reality. For non-critical, day to day assistance, we encourage all our customers to utilise call off hours. Call off hours work in conjunction with your annual support contract and allow your business to utilise priority scheduling for faster bookings. Call off hours can be used against project-based work or ad hoc support requirements and there is no monthly limit on the hours used. With call off hours, our customers gain the additional flexibility to tackle ad hoc development projects as they arise and on-hand support for issues that require immediate, but not urgent, assistance.

## At-Risk Project Recovery

### Let us help you recover your projects before they fail

Organisations spend a lot of money on projects and many of these projects fail for a variety of reasons. The good news is that project recoveries are highly successful once organisations decide to focus on addressing the issues that caused the project to become troubled in the first place.

Verostone's expert team will lead this project recovery process for your organisation through structured interventions that include:

- Improving communication & stakeholder management
- Redefining the project: reducing the scope, re-justifying the project financially
- Adding and/or removing resources
- Resolving problematic technical issues

## Project Evolution

### Ensuring your implementation goes from strength to strength

Evolution is an essential part of the software implementation, project life cycle. Verostone's platform experts will work with you to address this concern, adjusting the project scope post implementation to ensure that your technology supports your changing needs, market requirements and changes to your systems. Our consultants will identify additional use cases for your technology and advise ways to ensure that your software works harder for your business, delivering a consistent and meaningful ROI through every phase of your deployment.



## Product Assessment Reviews

### Your tools are only as effective as your implementation

Outdated software can limit your organisation's ability to work efficiently. However, software that is ineffectively deployed or underutilised can quite easily create the same result; effectively producing a negative ROI for your implementation. Verostone's consultants and platform experts take a unique business analyst-led approach to understanding the real challenges faced by your organisation and the impact these are having on your business goals, such as lost sales or downtime. In addition to understanding your business drivers, our team will also conduct a product assessment review across your existing systems, to gain insight into your chosen software solution and its current and potential, future use cases.

## Upgrade Assistance

### Remove the risk and complexity associated with system upgrades

For larger implementations, Verostone provides hands-on assistance during system upgrades. This could include working with your team to develop testing plans, investigating any issues that arise from this testing, as well as providing guidance and advice around new product features and how they can be utilised.

## User Training

### Expert guidance and training for your team

Owning and managing your software solution involves equipping your team with effective training and support. But gaining full autonomy of your processes requires having someone internally with full access and expertise such as a "Sys Admin".

Sys Admins are in a particularly important — and challenging — position, as it is the Sys Admin who is invariably responsible for ensuring that employees can safely and productively use the technology at their disposal. As such, a Sys Admin remains a critical role for any organisation that depends on software and the importance of adequate training for this role cannot be overstated enough.

Verostone offers several "free" training courses online for general users of the system but where this is not enough, our team can be contracted on an hourly basis to provide one-on-one training for users who require more specific platform expertise e.g., a Sys Admin. And as new users of any technology, guidance and training from platform experts is one way to ensure a successful implementation over a project failure.

# Get Continuous Value and the **EXPERIENCE YOU EXPECT WITH VEROSTONE**

## **Improve cross-functional collaboration and staff engagement**

Your workforce is your organisation's most expensive asset and by elevating the skills of your team, your business can only reap the benefits overall. Through constant engagement, tutoring and support, Verostone can assist your staff to become more proficient in their roles and more able to work independently and confidently across the software solutions you have chosen to implement.

## **Shorten the learning curve with expert guidance**

It is important for your organisation to see the benefits of your software solutions, quickly. But with a traditional learning curve, it can be difficult to know the best route to achieve the goals you have outlined. And even harder to put these goals to the test.

Verostone's team of expert consultants work together with your organisation to steer you in the right direction; utilising our industry and platform knowledge, you can be assured that you always have access to the "best practice" advice from the experts who know best.



## Choose the training that suits your team

Verostone's extensive training and development services help users maximise the power of their solution to drive improved performance.

Our training programmes and courses are highly specialised and are designed around participants' industry, solutions, and skill level. Our training helps you make the most of your software investment by strengthening key abilities such as reporting and analysis. There is also the opportunity for expert users to gain certification in their chosen field.

Verostone's training courses are offered on a bespoke basis and are tailored to your requirements. All hands-on courses feature facilitated discussions, detailed system demonstrations, and practical application exercises.

## Customer Success

To get the most out of your investment, the right technology is important. But so too is having the right people behind the tech.

This is where the Verostone customer success team comes in. The customer success team is comprised of industry veterans who are quick to respond with best-practice solutions, not just answers. The team is involved during all phases of customer engagement, from initial solution design and deployment right through to post-launch and ongoing support. Crucially, the team also works in lockstep with our software developers, to ensure our customers are always on top of the latest updates and product innovations.

## Comprehensive, accredited courses for your workforce

For anyone in your organisation who utilises our solutions, Verostone provides comprehensive PE/CPD accredited courses and certifications, designed to help finance, operations, and accounting pros like you excel personally and professionally. These courses are more rigorous but provide the end-user with a qualification that can be added to their resume.

This value-add, takes training to the next level, and ensures that the time and effort it takes to become a power user, is not only beneficial for now, but also beneficial for the future.







“Verostone has been instrumental throughout our project implementation. Their consultants demonstrated profound Planful domain and system knowledge throughout and were very proactive in developing creative solutions to tackle some of the more complex challenges that we encountered along the way. The team also provided us with ongoing flexibility that aligned our implementation goals to our business activities. This was extremely beneficial to creating an efficient implementation process that was not overly disruptive to our internal teams and enabled us to focus on the day-to-day business at hand.”

~ Christian Niemetz, PubTech Group ~

## Experts in helping organisations **IMPROVE FINANCIAL PERFORMANCE**

Why not get in touch and see how Verostone can help your office of finance face the challenges of today and tomorrow.

Contact us by emailing [hello@verostone.com](mailto:hello@verostone.com) or call us on **+44 1932 548 465** to talk to one of our specialists.

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