

Clarify Health Check

Your Clarify system is critical to the success of your organization. Many organizations today are evolving through significant change. As this change occurs, applications and business processes may no longer be aligned to the current requirements and future plans. Using Dovetail's proven business process and technical expertise, we evaluate your Clarify system to better understand how configuration, business process, user experience, and operational support can be improved to create a more efficient and cost-effective Clarify environment.

THE PROCESS

- 1 Phone Interview and Questionnaire** - Initial conversations and questionnaires set the stage for the areas of the application and business processes that you wish to focus on during the assessment.
- 2 On-Site Assessment** - An in-person consultation with key staff members across departments that interact with the system, including end users, IT, DBAs, business analysts, administrators, and management. We also shadow and observe users working with the system.
- 3 Analysis & Results** - A written report detailing our observations, findings, and recommendations, so that you may unlock greater value from your Clarify system.
- 4 Wrap-Up** - A follow-up phone call allows more detailed conversations surrounding the report, and lays the groundwork for an improvement plan.

THE BENEFITS

- Identify and prioritize recommended areas of improvement
- Increase cost savings by improving application and process productivity
- Identify underutilized functionality within the application
- Document knowledge gaps within the user base
- Recommended solutions and activities to improve skills and maximize efficiency
- Introduction of potential new technology capabilities that will enhance user functionality

ABOUT DOVETAIL

For over fourteen years Dovetail has a proven track record of providing customer service and support technology that provides superior functionality, reduced operating costs, and performance improvements. The comprehensive suite of CRM solutions and value-add software components are available to both users of Clarify software and companies looking for a new CRM solution.

