



enable.services professional services

Sugar implementation, migration, integration, configuration, training and support services

1. Summary

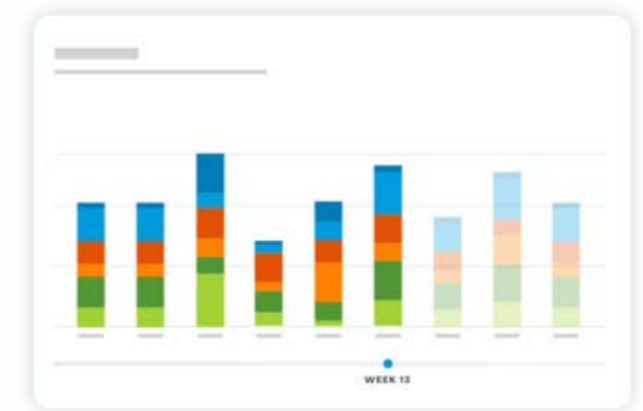
This service is designed for organisations looking to use, or already using, a Sugar CRM solution who are looking for assistance with the initial implementation, or wanting to bring their usage, workflows, and/or processes to the next level to get the full potential out of the system.

Sugar

Sugar helps businesses everywhere provide the most outstanding experiences of all time — for every customer, from anywhere in the world. Together, we're building a world where companies can act as fully functional extensions of their customers. Where teams can anticipate needs long before customers even realise they have them. Where sales, marketing and services are fully freed to focus on people instead of processes.

SugarCRM

Established in 2004, SugarCRM's solutions are used worldwide by customers in a wide variety of industries including small, medium, and large enterprises. Some of the largest companies in the world rely on Sugar to fulfil their CRM requirements.



Sugar is a complete CRM platform that incorporates all functionality needed to drive a business forwards successfully. Through an intuitive, user-friendly interface, you can create profitable customer relationships whilst continuously improving through detailed analytics and reporting.

enable.services as a certified UK SugarCRM partner

enable.services architect, build and deliver prosperous solutions for you collaboratively, with progress as the incentive for ideas, ensuring exceptional service. We will listen to your needs and aspirations to form a plan that is designed for success. At every turn, we will do what's right for you.

Being a SugarCRM partner means that we can work closely with you to ensure that you get everything you need and more from your Sugar system with the full backing of SugarCRM.

We're here for you right from the start; from the consultation with our team, to the bespoke developments with our project managers, and the custom training and regular account management meetings with our customer success teams.

We pride ourselves on our Sugar professional services, allowing you to hit the ground running and continuing to evolve your Sugar instance, as required, to get the most from your system during its lifetime.

Our customers range from Bristol City Council, to the Ministry of Justice, and Canal and River Trust, covering all industries, providing customers with modern, scalable, and innovative solutions.

enable.services solutions allow customers to benefit from a complete 360- degree view of their customer or project journeys, optimising and streamlining business flows through automation, relationship management, and keen organisational structures. Our services include:

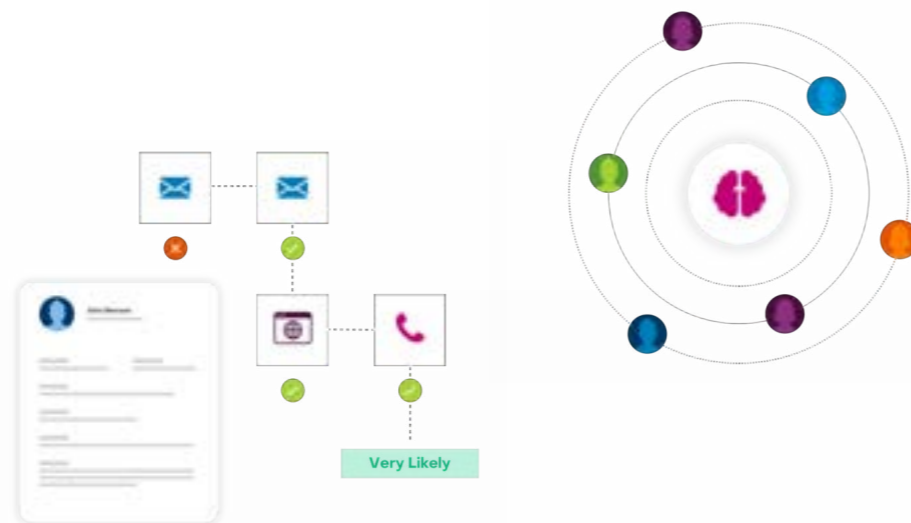
- Analysis and mapping
- Design
- Implementation/migration
- Development
- Training and onboarding
- Change management
- Ongoing support



2. Service offering

enable.services can assist in all relevant areas for enhancing your usage of Sugar. We are experienced in analysing, mapping, digitising, and optimising workflows and processes in order to streamline and support all levels in the organisation, from the individual employee's everyday life to the management team's decision-making. We do this by having a holistic perspective on workflows and processes to understand both the details and the larger context. We understand that not all organisations want or should work in the same way. Thus, we always start the process from the perspective of how you want and/or need to work, and your desired effect.

To support this way of working, enable.services has deliberately created a team with broad experience, several different backgrounds and competencies that all work together to meet all types of needs. Since each organisation's needs can be quite varied, we have opted to list our services in categories that can be used to modular design a consultation package based on these service offerings together with the pricing document.



Analysis and mapping

enable.services has, based on experience, developed methods and processes that allows us to understand your organisation's processes, regardless of the industry, in an incredibly short time.

Project managers are skilled at taking complicated processes and breaking them down into their components in order to understand and visualise them fully and thus understand the critical points of the processes. We help you identify information carriers and handover points in order to understand which parts of your workflow are more vulnerable and which elements need to be addressed separately.

The analysis always includes a workshop focused on the workflow, process or function, which can be preceded by surveys or interviews to better understand the pain points, desired function and effect to design the Key Performance Indicators (KPIs).



Implementation

After planning out exactly how your system is going to look and operate, with your input and communication at every step, our development team will begin to construct your system. We ensure to mirror the exact plans we drew up in the scoping and discovery phase, with our project managers keeping you updated at each stage.

We add in all automations we've discussed, and integrate your other systems directly with Sugar.

Once the system has been built, we test it thoroughly to ensure everything is operating as expected. We make sure your original requirements, along with any updates or requests you have, are reflected in a fully functional, bespoke Sugar system that will revolutionise your business.



Development

Although Sugar is an incredibly intuitive and powerful system out-of-the-box, sometimes what you're looking for is bespoke to your business. With Sugar and our development team, we can create a Customer Relationship Management platform specific to you.

Our in-house team of certified SugarCRM developers assist in our Sugar professional services by creating the exact system you wish to see.

They can assist with feature requests, bespoke functionality, integrations, add-ons, portals, and more.



Migration

enable.services provides a seamless transition from legacy platforms by migrating data to Sugar. Depending on the case, enable.services' expert consultants can either do a one-off migration of existing data or set up APIs for parallel use. Additionally, Sugar comes with the native ability to import Tab-delimited or CSV files directly into the platform, making it easy to continue working on already started files in a more collaborative way.

To ensure a smooth transition, enable.services' consultants follow a tried-and-tested migration method. With data integrity and security top-of-mind, all data is backed up prior to any work. Working together with the client's organisation, we ensure correct mapping to the new data structure, followed by a rigorous code review to avoid data loss.



Training and onboarding

At first glance, new software can be daunting to even the most experienced of users. It's important that your users adopt it from the very start. Luckily, with Sugar's ability to be completely bespoke to your business, it makes it easier for them to adapt to the new system.

Our SugarCRM certified team has been assisting with Sugar for several years; taking your level of knowledge, your team size, your industry, your system specifics, and your pain points into account, and then working with this to create outstanding training sessions. Our team get to know your Sugar system, understanding your language and terminology, and then help you and your users to utilise it – whether you want a full walk-through, or guidance and tips on the more advanced features.

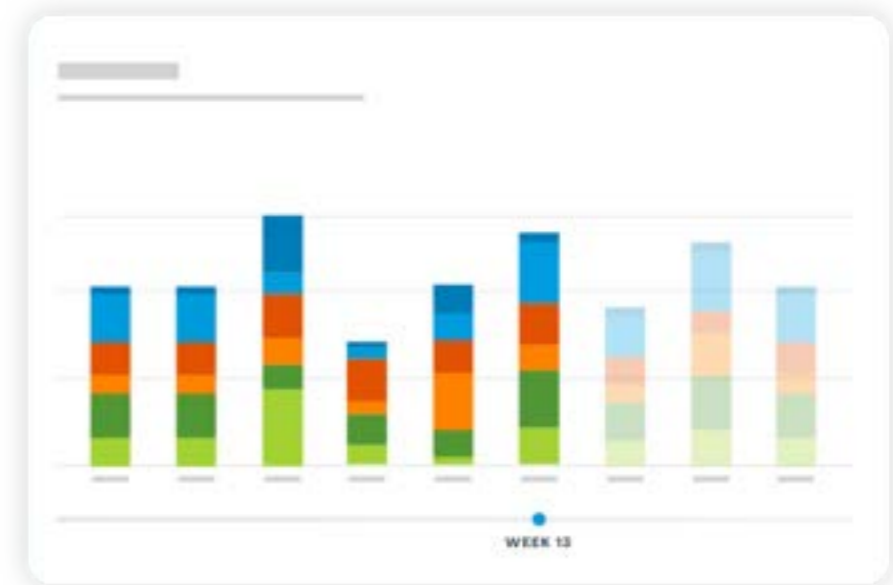


Support

Think of us as an extension to your team, there to help with any Sugar support questions or issues. We're available from 7:30am - 6:00pm Monday to Friday via phone, email, or on-line meeting. We have an average Sugar support customer satisfaction score of 4.9 out of 5, so you know with us you're always in safe hands.

Our prioritisation system enables our engineers to make sure that cases are worked on efficiently and effectively. That means that, on the rare occasion that an issue is preventing your business from operating as usual, our support team will make it their top priority to resolve it as a matter of urgency. We know that your time is precious, and so we aim to respond to and resolve support cases as quickly as possible.

Our upgrades and Sugar patches are performed by experienced, reliable engineers who carry out extensive testing prior to any changes. They arrange for all deployments to be made at a time which is convenient to you and your business individually.



3. Change management

enable.services has project managers and sponsors who have managed change in both small and large organisations. Change management is an important aspect in all types of change, regardless of whether they are organisational or system-based.

Change management is about guiding individuals, groups, and organisations from where they are today to a desired final position in a structured way. A well-designed system will contribute to the desired understanding and behavioural change. But, no matter how good a system's support is, it will always require operational rules and people who make the right decisions with the support of the tool. A successful change is based on long-term goals and employee involvement. Both management and employees often feel safer when an external change manager supports the process objectively. enable.services can support you in planning and implementing the change work either as a leader or coach. The level of involvement and driving force in the change management process will heavily influence the time commitment required.

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[Book a FREE 1-hour consultation](#)