



# Simple, Affordable & Proven...

## STRONG PROJECT MANAGEMENT

Is essential to the successful deployment of any CRM initiative.

At the beginning of the implementation or upgrade process, you will be assigned a Project Manager who will take responsibility for your account from day one.

This individual will ensure that your implementation or upgrade is kept on target and within budget and will liaise with any other consultants who contribute to the delivery of your chosen solution.

## OUR GOLDMINE SUPPORT DESK

Is headed by Brian Coome who has been supporting and administering GoldMine for over fifteen years.

Prior Analytics follow the principles defined by the IT infrastructure library, (also known as ITIL), which is the de-facto industry standard framework for providing guidance specific to it service delivery and support processes. To this end, the company uses an ITIL compliant service desk solution to ensure best practice and quality in our own service level management.

## CONSULTANCY

Supports the design of the system to ensure that it is configured to support your business processes.

## CONFIGURATION

Typically, your system configuration will evolve to continue to support your ongoing business requirements.

## INSTALLATION AND UPGRADE

We offer a complete installation and upgrade service whereby the software is loaded onto your local area network and/or remote users' laptops and tablets.

## DATA IMPORT

between your existing systems can be carried out electronically in most cases.

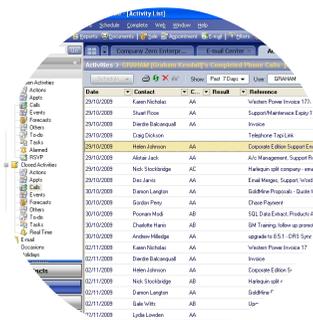
## REPORT WRITING

We can offer a report writing service or training using the inbuilt report writers of our products or the industry standard Crystal Reports.

We will be happy to liaise with suppliers of complementary systems to develop any relevant links that are required.

## TRAINING

Prior Analytics provide a range of both scheduled and tailored training for all the solutions that we deploy to our clients.



**GoldMine is one of the few CRM systems that you can actually own.**

**Prior Analytics has been deploying and supporting GoldMine systems worldwide since 1998.**



**prior analytics ltd**  
CRM THAT WORKS FOR YOU