
CHOOSE A PARTNER WHO CAN ENSURE YOUR SUCCESS

HURON RESEARCH SUITE SERVICES OVERVIEW

The success of any software implementation lies in the people and the processes applied to the project. The Huron Research Suite implementation team has built a world-class organization that works with you to deliver a winning solution for your institution. Our professionals will help you maximize the return on your Research Suite investment with the services you need to ensure you reach your chosen goals.

SERVICE HIGHLIGHTS

- Project management
- Business requirements and process analysis
- Business process design
- Application configuration and development
- Data and application integration
- Server setup and configuration
- Performance analysis and tuning
- Testing strategy and execution
- Training planning and delivery (project team and end-user)
- Conversion planning and execution
- Technical product support
- Software maintenance
- Production hosting and managed services

IMPLEMENTATION SERVICES

Your professional services team combines discipline, determination and experience to ensure your application achieves business results today and in the future. Our goal is to bring solutions to your critical business needs. While these needs vary from institution to institution, the overall process remains the same.

DISCOVERY AND PLANNING PROJECTS.

Assessing your research business processes is the first stage in any implementation plan. This assessment consists of:

- Understanding short- and long-term goals and objectives
- Analyzing the current state of your research business processes
- Determining the future state processes you are working toward

- Identifying additional opportunities to update your standard operating procedures to reflect best practices and conform to current policies and regulations
- Understanding the role of both Huron and institutional resources to achieve your goals
- Determining timelines and detailed budget needs
- Integrating program parameters with strategic plans

IMPLEMENTATION SUPPORT

We work with clients to deliver solutions that meet their research administration needs using project models based on our implementation methodology and experience in a wide array of deployment scenarios. This approach is designed to help clients get the most benefit from their software investment starting the moment the system goes live.

- Huron offers the flexibility of deploying consultants at your facility on a full-time basis to work side-by-side with your project team, or remotely in a cost-effective “virtual team” environment.
- Your institution’s needs, resources and the level of configurability of your system drive our level of involvement, which can range from complete outsourcing to Huron staff to Huron taking a mentor role only.
- We offer a full range of capabilities: project management, business process design, configuration and development, integration with existing business systems and databases, business process re-engineering, regulatory policy guidance, testing, conversion and internal roll-out strategies and training.

POST-IMPLEMENTATION SUPPORT NEAR-TERM:

Once your application is fully deployed, you will continue to benefit from project support as internal resources become proficient at supporting the enterprise in the new system. Performance analysis and tuning, continuous improvement efforts and small enhancement projects may also follow in the near-term.

POST-IMPLEMENTATION SUPPORT LONG-TERM:

In addition, your license agreement provides for a range of ongoing long-term support options:

- **A secure, dedicated website:** A website unique to your institution ensures access to ongoing technical support and product engineering expertise.
- **Technical support:** We offer both 5x8 and 7x24 programs, and issues are promptly addressed.
- **Product maintenance:** We provide timely notification of and secure access to product updates and new product releases. Our maintenance service also keeps your investment current with external technologies such as Microsoft Windows Server, Microsoft .NET and server technologies. It also ensures that customer developers continue to benefit from tools, techniques and mechanisms that are developed to improve user experience, increase developer productivity and reduce maintenance costs.
- **System expansion:** We can also assist with large extensions of functionality to meet business needs. Examples include integration with an external system, upgrading your Huron Research Suite SmartForm designs and building custom reports that merge data from multiple systems.

TRAINING SERVICES

We offer both introductory and advanced training courses for development team members and those who support Huron Research Suite applications. Our introductory classes consist of both self-paced and instructor-led courses on the Huron Research Suite solution. They are designed to give you experience with our platform before and during the implementation phase of your project. Advanced classes are instructor-led courses for developers, content managers, site administrators and other IT professionals involved in using, configuring and maintaining your application. These classes focus on exploring and leveraging the full range of system capabilities.

PRODUCTION APPLICATION AND SYSTEM MANAGEMENT SERVICES

If you choose to outsource the operation and/or management of your Huron Research Suite applications, you can proceed with the confidence provided by our deep operational knowledge combined with proven network management, change control and security practices.

HOSTING SERVICES

The Huron Research Suite Hosting Services provides complete outsourcing of your production, staging and development sites. Our services include all hardware, software and networking environment, and secure facilities to run your licensed software solution as well as the experience and best

practices of our dedicated team. Your solution can be hosted on either a dedicated server or on a server that is shared with other hosted solutions. Our hosting partner, EasyStreet, uses 100 percent renewable wind energy.

MANAGED SERVICES

If you choose to host your solution in your own facility, Huron Research Suite Managed Services can complement your IT team with our experience and skills in remotely managing Huron Research Suite applications and software environments. Leveraging our experience and best practices through Managed Services allows you to fill in experience or technology gaps, quickly complete your production management team, complement your organization's internal IT staff, and quickly realize the overall value and ROI of your application.

ABOUT HURON RESEARCH SUITE

The Huron Research Suite software has been developed to meet the needs of leading academic medical centers and research institutions throughout North America. Huron Research Suite solutions are deployed by consulting experts from Huron working in conjunction with local client teams. Configurable applications for grants administration, research compliance and clinical trials efficiently manage the business of research by combining information technology with industry best practices. Huron's professionals have worked with more than 90 of the top 100 research universities in the U.S. More information can be found at <https://www.huronconsultinggroup.com/expertise/technology/click-portal-solutions>.



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