

Pilot Startup Serena Mariner

QP-SQ2-08

Pilot Startup is the Service Package which enables you to run a pilot with Serena Mariner within a very short timeframe. A complete set of best practices, a reliable model of roles and responsibilities, predefined workflows and a standard set of reports will be implemented by an experienced expert from QualityPark.

With this Service you will be able to proof how Serena Mariner can support your demand and resource management and you will get an overview of the powerful Portfolio Management capabilities.

Advantages:

- Quick assessment of the business value of Serena Mariner
- Complete setup with best practices ensures a practical demonstration and usage from an early stage
- Startup-Helpdesk ensures the post-installation support during the pilot. A high qualified and experienced expert is available on the phone to answer your questions

Services and Deliverables:

Services and deliverables follow the reliable QualityPark Methodology:

Service Assessment	Pre-Installation Checkout and Startup readiness (offsite)
Installation and Setup	Installation on customer environment: <ul style="list-style-type: none"> • Database installation and setup • Mariner installation and configuration • Report server, document management server and notification setup
Best Practice propagation	A set of best practices, typical roles, predefined workflows and a standard set of reports are implemented using templates for: <ul style="list-style-type: none"> • Resource definition (user, cost rates) • Project definition and resource allocation • Task plans and resource assignments • Timesheet workflow and approval • Dashboards and reports • Scorecard and KPI definition
Best Practice Workshop	A short introduction of 4 hours on the best practices implemented. Predefined scenarios will be demonstrated. Additional trainings for users and administrators are available on request.
Startup-Helpdesk (8 hrs credit)	Available as a service credit. Mariner specific questions will be handled over phone until a service time of 8 hours is reached. The service credit is valid for a maximum of 30 days.

Prerequisites:

For successful delivery of this service following prerequisites must be complete:

- Support contract in place for Serena Mariner and Software Environment including Operating Systems and Databases.
- System prerequisites according to Serena Mariner installation guide
- Availability of a system administrator

Pricing Information:

QualityPark is delivering this service at a fixed price of **4.900 €**.

Expenses for travel and accomodation are not included in the service rates and will be charged on cost base.

Prices are exclusive tax.

Additional Services (available on request):

Startup Serena Mariner: Complete setup of Mariner with guidance how to adapt the configuration to your specific processes, roles and responsibilities and reports.

Premium Support Serena Mariner: This service starts where usual product support ends: Solution Hotline, Healthcheck, Issue Qualification and more.

Training Serena Mariner: Specific training courses available for Users, Project Managers, Advanced Reporting, Administrator.