

Protiviti On Demand Services

Protiviti On Demand Services provides your organization with access to a team of certified technical experts on an as-needed basis. Our team members can complement your internal team with valuable skillsets needed to support, maintain and enhance your technology solution. We deliver reliable and responsive support services and remediate technical issues in a timely manner and provide flexible, comprehensive on-demand support models to save time, reduce spend and support your business goals.

With Protiviti On Demand Services, your organization is given access to a 24/7 ticketing portal that provides complete visibility of the project, and the ability to submit tickets, track ticket progress and provide direct feedback. You also have access to a team of certified technical experts with years of experience in the following technologies and more.

- Microsoft Office 365
- Microsoft Dynamics 365
- Microsoft SQL Server
- Nintex
- Microsoft SharePoint
- Microsoft Azure
- Salesforce
- Kentico

“Our Account Manager was able to identify multiple long-standing problems. He provided great recommendations that we put to use immediately. He was also able to explain things to us in a way we could understand.”

How Does Protiviti on Demand Work?



SUBMIT A TICKET

When a need arises, submit a support ticket via the iPortal. After the ticket is submitted, your dedicated Account Manager will contact you to discuss the ticket.



DETERMINE A PLAN

Your Account Manager will work with you to determine hours and resources needed and works directly with our experts to plan and resolve the ticket while continuously updating you on your project process.



TICKET IS RESOLVED

Once the ticket and issue is resolved, you will be notified. After completion, you will have the availability to rate our service via iPortal and provide feedback directly to our team.



24 / 7 TICKET SYSTEM

Throughout the project, you have 24/7 access to review current ticket status, submit a ticket see current hours available, receive detailed reports via email and rate a ticket based on our service.

Our Protiviti On Demand Services

Troubleshooting & Issue Remediation

Technical issues can arise at any time and most organizations do not have the resources to address the issues immediately. We deliver reliable and responsive support services and remediate technical issues in a timely manner.



Architecture & Technical Design

We help you plan for key infrastructure updates, upgrades and implementations. With years of experience across multiple platforms, we will be at your service from planning through execution.



Customization & Enhancement

Whether your organization needs to enhance or customize an existing application, develop a custom application, modernize a legacy application, or manage a complicated integration, we have the resources you need with unparalleled experience.



User Experience & Design

Our user experience architects and designers will make your site as attractive visually as it is feature-rich by improving your information architecture, site usability, interface design and mobile accessibility. We deliver the stunning designs, compelling content and exceptional user experiences that make your website shine.



Business Process Automation

Business Process Automation increases productivity, saves time and helps your bottom line. Our Process Automation experts will plan, map, implement, customize and manage the tools identified to automate your processes. Whether with Microsoft Flow or a third party tool, like Nintex, we can assist your organization every step of the way.



Business Intelligence

Our Business Intelligence experts assist you in presenting external or internal data providing insights into your organization's performance through dynamic dashboards. By displaying this data, you can visually capture and represent both performance trends and real-time metrics that will help drive effective decision making.



Database Administration

Our experts assist you to ensure your databases are always available, secure and configured for future growth, performing regular health checks, performance monitoring and maintenance plan configuration.



System Health Check

We can assess your web applications and site collection configurations, assess your security and permissions, provide performance tuning recommendations, identify what specific features are activated, check existing server issues and much more.



Contact us today at SoftwareServices@Protiviti.com to schedule a complimentary, 1-hour of support with an expert of your choice.

Protiviti is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and our independently owned Member Firms provide consulting solutions in finance, technology, operations, data, analytics, governance, risk and internal audit to our clients through our network of more than 70 offices in over 20 countries.

We have served more than 60 percent of Fortune 1000 and 35 percent of Fortune Global 500 companies. We also work with smaller, growing companies, including those looking to go public, as well as with government agencies. Protiviti is a wholly owned subsidiary of Robert Half (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.

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