



Professional Services

Making It Work For You

Successful organizations rely on accurate, up-to-date information to drive decisions. Many organizations don't have the time, the resources, or the expertise to collect and manage data, let alone turn it into the type of powerful information they can really use.

Pearson NCS is an industry leader in data collection. We not only make the hardware, software and forms, but we have a complete staff of professionals ready to make your solution work. The bottom line? With decades of experience and 1,000s of satisfied customers, we are confident we can make your solution a success, from start to finish.

Through Professional Services we offer:

- Needs Analysis
- System Customization
- Application Development
- Form Design and Production
- Solution Design
- System Integration
- Training
- Hardware and Software Support

Needs Analysis

Pearson NCS understands that assessing needs correctly is crucial to your success. We make it our primary task to understand the issues you face as well as your time lines, productivity needs, and priorities. We will conduct a thorough and systematic analysis of your needs and determine the feasibility of all viable alternative and emerging technology options in order to save you time and money, and to ultimately prepare you to increase your productivity.

Solution Design

Implementing new technologies can be intimidating, especially when you need to maximize your return on investment. As we develop an understanding of your organization's needs and expectations, we will research and evaluate the feasibility of new technology solutions where appropriate. We rely on our innovation and past experience to create custom data management solutions that address our clients' unique requirements. Based on a thorough analysis, Pearson NCS will design a solution tailored specifically for your needs.

System Customization

At the core of any successful data management initiative are sound technology strategies. To truly maximize the potential of your system, we may develop custom system interfaces or reports. Our highly skilled team of systems engineers consulted on dozens of projects over the past year in the education and commercial markets. Pearson NCS utilizes formal, rigorous, software development methodologies to ensure any customization is of the highest quality and that it works, the first time.

System Integration, Installation, and Testing

Using Pearson NCS' resources to integrate an automated data collection solution into your organization speeds your adoption of new technologies to solve your problems. Once the components of your solution have been determined, our technicians will integrate and test your system first at our location and then repeat the process during the installation at your facility.

Application Development

Our talented group of software development professionals aligns strategy with technology to deliver solutions that provide a measurable return on investment. At Pearson NCS we follow the CMM model for software process improvement on an ongoing basis as a way to ensure our customers are receiving the highest quality product and service available.

In addition to creating your initial applications, you can continue to use Pearson NCS Application Programming Services once you're operational. Depending on your needs, we can integrate a diverse set of tools such as Client/Server applications, databases, scan applications, as well as Web collection and reporting. With every new application we will look at your entire operation and analyzing the specific functions that are necessary to process your information, including:

- Form design
- Data extraction/editing
- Workflow
- Storage and retrieval

Training

Training is a critical component and valuable investment for the ongoing success of your system. Training will develop proficiency for your operators and program development staff right from the start. This means more productivity from your staff when timing is critical. As your staffing grows or needs change, ongoing training can help make the difference in keeping that edge. For many of our product we have regularly scheduled training sessions, held at our facilities. For custom training, we can set up training with your staff at your site or at one of our training facilities.

Forms Design and Production

With more than 2.2 billion forms produced by Pearson NCS each year, no one in the industry has a better understanding of how to re-engineer your forms for speed, accuracy, and ease-of-use. Pearson NCS' comprehensive form services and products include:

- NCS DesignExpert™ form design software
- Professional form design and printing services
- Distribution Planning and Logistics Services
- Forms Library and Samples

All Pearson NCS Forms Facilities are ISO 9001 certified to provide value and quality to you and your end users.

Software Support

A software support help desk can quickly eliminate hardware as the cause of a problem and speed the user to resolution. Pearson NCS software support gives your organization quick access to a Pearson NCS Analyst for problem solving. Software updates are included. Consulting on special software support needs is also an available option.

System Maintenance & Upgrades

In order to keep your equipment in excellent operational order, Pearson NCS provides systems maintenance and installation services to tens of thousands of customers through more than 100 field locations in the United States. Key features of this support are:

- Telephone assistance for problem determination
- On-site maintenance of supported equipment, including peripherals
- Complete parts and logistics support for supported equipment
- Installation & integration services for system additions, equipment moves, or changes are also available.

Complete Solutions

We are committed to bringing value to our clients and ensuring they achieve their strategic objectives. We take a great deal of pride in everything we do and work hard to make sure all our solutions are exceptional. The knowledgeable and expert professionals at Pearson NCS are available to assist you with the implementation of your data collection solution, so you can focus on your priorities. We help you collect your data and turn it into powerful information—information that will help you with your most important decisions.

Pearson NCS' engineering and production processes for data collection systems and forms are ISO 9001 certified.



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