



PROMARK WORKFORCE MANAGEMENT

Consultancy



GET OPTIMAL BUSINESS VALUE FROM YOUR PROMARK SOLUTION

Our competent application and technical consultants have in-depth knowledge of ProMark. They are your sparring partner in terms of continuously optimising the business value of your ProMark solution, and when you want to modernise it, but can also assist with more advanced tasks and changes to the solution.

The consultants contribute to ensuring efficient processes and the greatest possible benefit of your ProMark installation as your organisation evolves and needs change.



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SPARRING FOR EVEN GREATER VALUE

SPARRING PARTNER THAT CREATES ADDITIONAL BUSINESS VALUE

Our experienced consultants are important sparring partners when it comes to obtaining even greater value from ProMark in your company.

KNOWLEDGE OF PROMARK AND BUSINESS UNDERSTANDING

By combining their in-depth knowledge of ProMark and understanding of your business, they can guide you how to optimise your use of ProMark and advise you on options that you have not yet taken advantage of.

ADVICE ON NEW FUNCTIONALITY

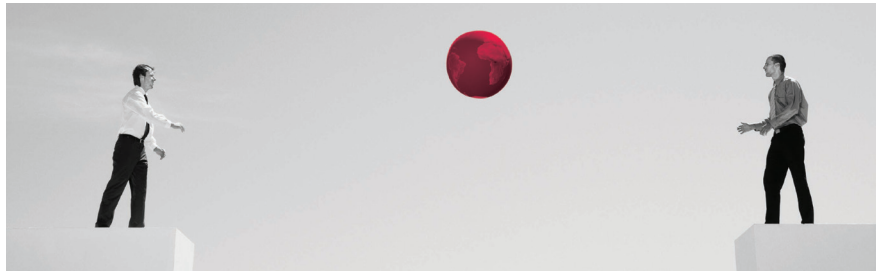
With the continuous development of ProMark, new functionality is added with each new version, which may also benefit your business. Here our consultants are always updated with the latest knowledge about the product.

INTRODUCTION TO NEW MODULES

Our consultants can also introduce you to new modules, which can further streamline your processes. If you want to take new modules or functions into use, they will help you with setup and training so you can quickly get value from the new opportunities.

EXTENDED FUNCTIONALITY

Finally, our consultants can also act as your sparring partner if you lack functionality in ProMark to meet new needs and requirements. We develop ProMark in close collaboration with our customers and want to involve our customers in defining new functionality and to be the first ones to test whether it fulfils its purpose.



ADVICE ON THE OPTIMAL OPERATING PLATFORM AND INTEGRATIONS

YOUR GUIDE ON THE MODERNISATION JOURNEY

When it comes to modernising and securing the future of your ProMark platform, our technical consultants are valuable collaboration partners. They can advise you on how the ProMark solution best matches your IT landscape, and how you can tie your systems together in the most optimal way.

Leverage the consultants' expertise in relation to:

MOVE TO THE CLOUD?

- **Moving your solution to the cloud**

(or if you are considering a public cloud instead of a private cloud)

If you want to modernise your IT landscape by moving it to the cloud, it is important to have control of the process so that operations are not disrupted, the salary will be ready on time, and your integrations continue to work.

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INTEGRATIONS TO OTHER SYSTEMS

- **Integrations to other business systems**

New requirements are constantly emerging to integrate business systems and optimise how they are integrated. ProMark supports several different options, so we recommend that you coordinate your needs and strategy with our technical consultants.

SECURITY AND COMPLIANCE

- **IT security and compliance aspects**

Many companies seek to modernise their IT landscape to keep up with the ever-increasing demands for security and compliance with various rules. For the same reason, we keep our ProMark solution updated to address these requirements by changing to newer technologies and architectures. Also in that area, our technical consultants can have a dialogue with you about the security of your ProMark solution.

CONFIGURATION AND TRAINING – PART OF THE IMPLEMENTATION

SUPPORT WHEN PROMARK IS UP AND RUNNING

Our consultants are involved in all implementation projects to ensure that your ProMark solution is configured from the start to support your needs and requirements. They also train your superusers to be well prepared to handle the on-going maintenance of data and setup.

CUSTOMER CARE – YOUR DAILY CONTACT CENTRE

When the ProMark solution is up and running, Customer Care will be your daily contact centre who provides professional support if you have challenges with the configuration and operation of ProMark. However, you may still need consulting assistance.

HELP WITH MORE ADVANCED TASKS AND CHANGES TO THE SOLUTION

Our consultants can help with more advanced tasks and changes to the solution such as:

- **Setting up a new department or day profiles/working hours** for a new group of employees
- **Larger or more advanced customisation settings**, e.g. in case of new or changed agreements which require changes to existing relationships between accounts
- **Training** of new superusers in your company
- **Configuration of new reports** and any integration to e.g. your business intelligence solution
- **Cleaning up the database** so ProMark is always manageable to work with – without losing important data or settings



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TASKS FOR ON-PREMISE CUSTOMERS

ESPECIALLY FOR ON-PREMISE CUSTOMERS

Upgrades: If you run ProMark On-Premise, the actual software is included in your maintenance agreement, but you control when you want to upgrade. Should you need assistance for the upgrade, our consultants can help.

New server: If you want to use a new server internally, we recommend that you coordinate the project with our technical consultants who can help to the extent you need it.

OPTIMISE THE USE OF PROMARK

GET OPTIMAL BUSINESS VALUE FROM YOUR PROMARK SOLUTION

Our various consulting services enable you to optimise the use of ProMark as your business changes to continually ensure a well-functioning Workforce Management solution.

SEPARATE INVOICING

All consulting services are invoiced separately. Assistance can be arranged ad hoc or be a fixed agreement with a certain number of hours per week or month.

REMOTE SUPPORT OR ON LOCATION

The consulting services are performed by our application consultants or technical consultants by agreement – either as remote support to keep time and cost to a minimum, or at your location when needed.

CONSULTANCY – ALWAYS AGREED IN ADVANCE

DO YOU WANT TO KNOW MORE?

If you need consulting assistance in relation to your current ProMark solution or if you are curious about the development of the platform, please contact Customer Care. They will find the right consultant for the task, who will contact you for an in-depth and non-binding assessment. Should you want to proceed with the task, we agree on the scope and price of the task in advance.

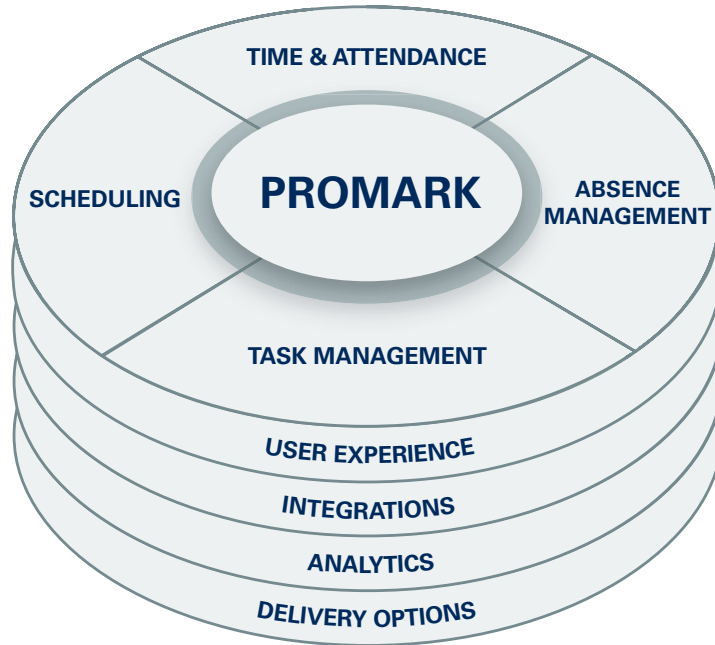
DO YOU WANT TO EASE THE OPERATION OF PROMARK EVEN FURTHER?

If you want to ease the ongoing operation, setup and maintenance of ProMark, you can choose to leave that task to us.

With a **SuperuserService** agreement, we can take on the role as your superuser and carry out various superuser/administrator tasks in ProMark. That will free up time for other tasks and ensure continuity in your processes.

PROMARK WORKFORCE MANAGEMENT

Consultancy is part of the customer support we offer in relation to ProMark Workforce Management. With ProMark we help to manage companies' largest and most valuable and strategic resource – the workforce. Contact us at +44 808 23 44 786 for more information about all opportunities or have a look at www.mark-info.co.uk.



TIME AND ATTENDANCE

Precise registration of working hours and absence validated against collective and local agreements creates the correct payroll basis



ABSENCE MANAGEMENT

Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview



TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on deliveries and costs



SCHEDULING

Rostering and employee scheduling for effective use of company resources – even in case of deviations



USER EXPERIENCE

Webportal, mobile app and terminals for registration, overview and approvals



INTEGRATIONS

Modern, secure API-based integrations for payroll, HR and ERP ensure exchange of important data and user experiences



ANALYTICS

Reports and Business Intelligence for analysis of data from all parts of ProMark for fact-based decisions and increased efficiency



DELIVERY OPTIONS

Standard public cloud, private cloud or on-premise as the customer wishes

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MARK INFORMATION

Mark Information is an innovative software company offering Workforce Management solutions from offices in Denmark, Sweden, Norway, United Kingdom and Romania. Mark Information's Workforce Management solution ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way. Mark Information services global corporations and has more than 1000 installations and 300,000 users. Read more at www.mark-info.co.uk.

