

Service Offerings



Overview

Cylon Technology complements the #1 rated Upside Software product suite with comprehensive services. Ensuring a personal touch is added to every point of customer contact, each service is delivered to tailor-fit the unique needs of each client. Whether your needs are simple or extensive, Cylon and Upside work to create a solution that is both feasible and valuable to your organisation.

Solution Deployment Services

Cylon Technology and Upside Software have the capabilities to provide all aspects of services pertaining to the successful deployment of our products, including:

- Consulting services to prepare a business case and implementation project plan
- Identify ROI opportunities and prepare a ROI analysis presentation for senior management
- Pre-implementation Gap/Fit analysis
- Prepare detailed project plan and statement of work
- Provide ideas and solutions on best practice utilisation
- Full service systems integration, including interface development and configuration
- Creation of templates to be utilised in the system
- Conversion of existing data (no matter what format it resides in)
- All aspects of configuring and deploying our product within the customer environment
- Training at all levels, including Train-the-Trainer and End-User Training
- Ongoing support services

Contract Portfolio Audit and Analysis

This service includes a complete audit of the organisation's contract portfolio including risk analysis, clause and terms and financial audit.



Best Practices and Management Consulting

We maintain a core group of internal consultants who are well versed in business process re-engineering (BPR). Consultants engage customers during the implementation phase, optimising business processes to maximise the value of our solutions and return on investment. Our consultants work closely with customers to define new processes, leveraging industry best practices, or to streamline existing processes to minimise impact on the organisation while still obtaining the highest value possible. Our goal on every BPR engagement is to ensure our customers get the greatest value out of their investment in Upside Software.

Systems Integration

The Services Team works with customers to define, organise, and implement complex eBusiness solutions of any size. We work with customers' staff and vendors using a pragmatic and effective approach to maximise the value of every solution.

Business Intelligence (BI)

We maintain a strong core of BI, data warehousing, and data analysis expertise. Our BI consultants are typically engaged to maximise the value of data being captured within our products and linking it with other corporate data. Because of the strength of our resources in this area they are often called on to provide BI consulting in other areas as well.

Business Transformation

Our business transformation expertise is world-class, as demonstrated by our products. Our services team can leverage and extend our existing solutions or provide integrated custom solutions to meet the needs of our customers

Training Services


Properly educating end-users on how to best use our software is a key step in ensuring you are on the right path to contract management success. Our team of dedicated and knowledgeable trainers assist users throughout the entire contracting process and train a broad spectrum of users of all skill levels. Training can be delivered in various formats such as instructor-led (in-class) training and web-based training (using live and recorded mechanisms). For users who have participated in basic training, there is an opportunity to advance their skills with Train-the-Trainer training; this course provides users the skills to educate their internal resources for improved self-reliance. We offer both Train-the-Trainer and also end-user training.

Trainers will conduct a needs analysis in order to discover your organisation's learning initiatives and develop a quality and cost-effective curriculum to best suit your needs. Supporting course materials will then be customised and delivered with the instructor-led training. Optimise your investment in Upside Software and let us provide the tools and knowledge to give your organisation a competitive edge.

Benefits: Increased user adoption, reduced contract lifecycle time, and improved collaboration with internal/external stakeholders.

Template Consulting Services

Once you've become familiar with the basics of the software, you may wish to focus on improving upon a particular area within the application. Creating templates is a fundamental part of contract management—are you leveraging all of the features templates have to offer? Upside Software's unique smart template technology allows content to



be customised based on user entered variables and conditions. If utilised properly, this powerful feature can drastically cut down on contract creation time and increase consistency.

Our template consulting service is conducted by technical consultants who will cover topics such as linking subsidiary templates to a master template, features that allow for easier formatting, and general best practices in contract and template creation.

Benefits: Simplify management methods of templates/contracts, improve consistency in both formatting and content, and increase efficiency while ensuring compliance/governance.

Documentation Services

Typically, no two organisations use Upside Software solutions in the same way - so why should you settle for generic documentation? Our documentation team uses their technical knowledge to clearly communicate and record how your organisation uses the application. A consultation will be provided to determine your specific needs and customised documents will be created (incorporating your organisation's naming conventions and business processes, for example). Soft copies of the finished product will be provided to facilitate distribution amongst key stakeholders.

Benefits: Customised documentation, improved standardisation of business uses of the application, and invaluable information on application knowledge available at your fingertips.

Contract Management Maturity Model

Cylon Technology in conjunction with the IACCM (www.iaccm.com) assist organisations to identify the characteristics defining world class performance with the IACCM Contract Management Maturity Model. This provides the capability to assess the status of commercial contracting functions. Organisations that use this model are able to rapidly identify how they currently relate to global standards and map out a change programme relevant to their business.

Interested in our Services?

For more information or for a pricing quote, please email info@cylon.biz. If the type of service you are looking for is not listed here, please contact us with your request. We would be more than willing to create a solution to fit your needs.



Upside Software is the worldwide leader in Contract Lifecycle Management (CLM) solutions. Customers around the globe use UpsideContract and other integrated business solutions to confidently perform Contract Management, Sourcing & Procurement, and Invoice & Billing Management activities throughout their organisations.

Upside Software's products address the needs of Enterprise (e.g. Fortune 500, Global 2000), Public sector (Federal, State/Provincial, Municipal and Health Care), and Small & Medium Enterprise (SME) customers. Customers realise significant cost savings while improving customer and supplier relationships. Upside Software's solutions are deployed in as little as 3 days and typically provide a full return-on-investment (ROI) in under a year.

Founded in 2000, Upside Software is a profitable, growing company with an advanced, yet mature, and comprehensive product suite. The company has extensive experience delivering real value to customers of every size and in most industry verticals. Upside Software is headquartered in Edmonton, Alberta, Canada, and is represented by Cylon Technology (Pty) Ltd in Africa.



Cylon Technology
connecting business

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