Acquia®

Professional Services Datasheet

The Acquia Product Implementation Experts

Getting to market and ensuring the shortest path to value realization from your purchase is crucial to a customer's success with our products. To ensure that your solution gets up and running as smoothly and quickly as possible, you'll need implementation support, which can be provided by Acquia's Professional Services or one of our partners. Working alongside customers and your development teams, Professional Services offers a range of training, expert help and advice, and implementation engagements to help your organization meet deadlines and ambitious technical goals.

Introducing Acquia Professional Services

When you choose Professional Services, you'll be working directly with the best Acquia product implementation and Drupal experts in the world to help you meet your goals and ambitions.

No two companies' vision, requirements, and budgets are alike. Professional Services provides customers with flexible and custom solutions, no matter how complex or unique the situation.

Training

Acquia offers a variety of packaged trainings to educate customers on the platform, best practices, technical skills training, and more. All of which can be customized. Some packages are hands-on, while others are online self-paced courses.

- **Product Training:** Prepackaged and/or fully customizable in-person engagements where customers learn about the product and how to use it. We also teach skills needed to develop and launch on the Acquia platform. Platform launch is not included in these engagements.
- **Change Management:** These engagements teach business and organizational skills necessary for adopting and maximizing your value on the Acquia platform. Customers can expect to learn skills and best practices in service of optimizing productivity and value on our platform.

Expert Help & Advice

A variety of pre-packaged or customizable engagements that provide hands-on assistance from implementation experts for customer and partner teams to ensure success with Acquia Product implementations.

- **Platform Implementation and Migration:** For customers who need advice, resources, and help with planning the platform implementation and/or migration from existing platforms onto the Acquia platform.

Situation:

– The MTA set out to improve the efficiency of its customer experience, and to create a cohesive user journey across all touchpoints and channels. To provide every commuter with the right experience, on the right device, at the right time, the MTA needed to extend the information accessed on mta.info into train stations and platforms.

Challenge:

– The central challenge was to successfully process real time train data from the largest public transit system in the world, and to display content rapidly enough so that it was relevant to passengers.

Results:

– With Drupal, the MTA can now use the same content management system (CMS) that powers its website to push content and data to 1,800 digital signs in more than 400 stations in New York City. Most importantly, by infusing the power of digital signage into station countdown clocks, the MTA is making its customers the priority.

For more information, visit www.acquia.com.

- **Security and Performance:** Professional Services helps customers uncover risks and vulnerabilities on a platform or per site basis, which can lead to remediation plans to prevent major setbacks down the road. Available audits include Site Audits, Performance Audits, and Security Audits.
- **Personalization and Orchestration**: Engagements that teach best practices and real world examples of using Acquia Personalization, Acquia CDP and Acquia Campaign Studio; how to integrate Acquia Personalization, Acquia CDP and Acquia Campaign Studio into your existing marketing program; how to align personalization or customer data to your business goals; and how to measure success.

Implementation

Acquia will deliver the solution in its entirety. There may be a desire to enable internal teams along the way, but the solution for the project is expected to be delivered by Acquia end to end. Workshops such as Launch Readiness are also available to ensure smooth implementation and launch.

- **Platform Implementation:** Professional Services will build a fully customized Drupal codebase and implement it on your behalf. All platform implementations are custom builds.
- **Ongoing Development:** A variety of post launch ongoing services that help ensure your platform is running smoothly and it continues to deliver against your business requirements.
- **Data, Personalization, and Automation :** We'll help you get up and running with Acquia's Marketing Cloud.. This includes integrating your existing campaigns, channels and data sources with Acquia products and helping your team define and measure successful marketing outcomes.

More about other Services:

Acquia is committed to the success of our customers. In addition to Professional Services, Acquia offers other services such as Technical Account Managers (TAMs) and Support to ensure that your products are running at peak performance. While Support comes standard with all of our products, TAMs must be purchased separately. We offer additional Support packages as well. Speak to your Account Manager if you are interested in any of the services described here.

Contact us today

For more information, contact us directly at 888.922.7842 or sales@acquia.com to learn more.

Benefits

- Bring your platform and products online faster, with fewer hiccups
- Realize the value of investments faster
- Push the boundaries of the product to fit your unique business needs
- Ensure all users are trained and empowered to use the products starting on day 1
- Learn best practices to ensure your team maximizes the value of our products

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