



Professional Services

Continuous improvement is an ongoing effort that enhances your IT service offering



NEW PRODUCT INSTALLS

RJR Innovations offers new product installs performed by our experienced consultants – not just technicians. We will not only install your product, but walk you through the installation process, and help you configure your new product to meet your processes and environment. An RJR Innovations consultant offers professionalism and product knowledge for a wide range of customer setups ensuring the best path forward is always recommended.

PRODUCT UPGRADES

RJR Innovations can assist in upgrading your current environment in order to meet the fast-paced and changing needs of corporate IT Service Management. When an RJR Innovations consultant assists with your product upgrade, you're not getting a technician, you're getting a trusted advisor who can recommend how best to configure new features and functionality so that they adapt to your processes and environment.

PRODUCT MIGRATIONS

Corporate IT Service Management is a fast-paced and constantly changing environment, and what has worked in the past may not be your best option moving forward. RJR Innovations offers migration consultants who will work with you to document your current data, processes, and procedures, and help you translate them for use in new products and environments specifically chosen to help you realize your vision of IT.

MANAGED SERVICES

RJR's Managed Service levels vary on their Basic, Plus or Premium level of performance and enable you to focus on your day-to-day activities rather than worry about the maintenance of your software. Managed Basic includes the administration and maintenance of your product to ensure it operates seamlessly at its Basic level, whereas the Plus and Premium levels extend these services to the management of requests, added features and extended functionalities.

SOLUTIONS HEALTH CHECK

RJR Innovations offers experienced consultants who can review your ITSM environment and tools, and provide you with detailed information as to the health of your products, policies, and environment. We'll ensure that, moving forward, you have the best possible information at your fingertips before you make any changes to your ITSM structure.

EDUCATIONAL SERVICES

We facilitate train the trainer programs, end user level training, administrator training, and we help organizations prepare and manage organizational and workforce transitions. Our focus is on understanding your specific requirements, assisting you if you need internal resources or if you require expertise that doesn't lie within the current executive team. Whether the need is large or small, the ability to manage it is a critical component of high performance.

