

Aldon ACE Professional Services

Assess. Consult. Train.

Assess your IT & business needs

Create a best practices strategy

Deploy technology to maximize the value of your Aldon investment

Leverage your existing implementation to further increase productivity & improve the overall quality of your development environment

Become site-wide certified in ACE best practices or compliancy

Aldon ACE Professional Services is built upon our Application Change Expert (ACE) methodology of best practices for application lifecycle management. Our ACE Professional Services adapt to the specific needs of your IT environment and help you make the most of your ongoing investment in services and software development delivery. Our team of global professionals has proven track records, first-hand knowledge, and a passion to ensure your success. They bring best practices experience from thousands of successful consulting, training, and implementation engagements worldwide.

We offer three tiers of services with dozens of options that you can customize to fit your needs. Our ACE Professional Services experts begin with a site-wide assessment to evaluate all personnel, technical, compliance and business considerations. ACE professional services will then apply the best practices and product implementation tailored to your specific IT environment.

Ongoing, we provide project management & training, perform best practices and auditing assessments, troubleshoot, or deliver a performance and tuning engagements. Launch a new implementation, optimize your existing IT processes, train new developers and services personnel, perform a health check or become site-certified in best practices or IT compliance.

Trust our experts to guide you.

ACE Aldon ACE Professional Services

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	Tier I: ACE Inventory & Workflow Fundamentals	Tier II: ACE Best Practices Site-Certified	Tier III: ACE Compliance Site-Certified
Basic Change Management Module Builds the foundation for the ACE methodology, applying software best practices to inventory, development, and release/deployment management. Includes implementation of Aldon Lifecycle Manager for a single application.	■	■	■
Expanded Change Management Module Extends the ACE principles established in the Basic Change Management Module to bring additional applications under the change management control of Aldon Lifecycle Manager.	■	■	■
ALM Workflow Module Expands ACE methodology across all IT, automating the entire workflow from request to approvals, to resolution and delivery. Includes implementation of Aldon Community Manager.	□*	■	■
Audit Prep & Compliancy Module Provides advanced ACE best practices rollout for achieving audit and compliancy requirements. Included in depth setup and implementation of your Aldon ALM applications to meet certification needs.		□*	■

* Does not include the full module, only partial services

Aldon ACE Professional Services

On-going Services

ACE Health Check

Our ACE Health Check is designed for existing clients who wish to tune-up their IT environment or manage any new challenges they may now face. Working closely with your staff, our ACE consultants will explore your current IT environment to determine if your current practices and product implementations are optimally leveraged, and will let you know of any additional ALM functionality that may benefit your current implementation. In their assessment, our ACE professionals will look for gaps that do not meet the ACE best practices, identify potential issues and limitations, and give you a detailed report describing the observations and recommendations for your on-going success.

Depending on your level of expertise, you can choose to implement the results of your ACE Health Check recommendations derived from your assessment yourself or engage one of our ACE experts to assist you.

ACE On-site Training

Whether you are a new member of the IT team looking to be initially trained on our ACE principles and Aldon products, or just need a refresher course, our ACE Training Courses will assist you staying on the leading edge using ACE methodologies. We provide a wide range of on-site product training and ACE best practices education that have been designed to quickly optimize your understanding of ALM and deliver a quick return on your investment in Aldon solutions. We offer basic and advanced administrator and user training, as well as training on topical subjects like deployment or build release management.

Our ACE professionals can quickly train your IT services and development teams to utilize your Aldon products with ACE best practices for effective ALM, providing them with the knowledge and skills they need to support your services and development efforts to improve productivity, implement business strategies, and meet regulatory compliance requirements.

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