

# Pentaho Professional Services

Profile of Pentaho Professional Services Including Benefits, Offerings and Methodology

## Professional Services Introduction

The goal of Pentaho Professional Services is to engage with our customers and ensure their Business Analytics solution implementation is a success. Because studies show that product technology is only one element of a successful Analytics project, we take a holistic approach to our consulting services, addressing elements of knowledge, methods and technology to eliminate risks and roadblocks. Our engagement plan is focused on partnering and enablement to quickly build customer self-sufficiency.

Pentaho has a world-wide network of consultants, implementation specialists and trainers that are experts in Pentaho Analytics and have years of successful deployment experience to help you accelerate productivity and achieve project success. Our unique value is our agile project methodology with our Pentaho integrated toolset enabling our customers to achieve rapid deployment and ROI.

## Why Engage Pentaho Professional Services?

- **Help accelerate productivity** with Pentaho BA features and functionality through training and expert mentorship.
- **Learn the use of Agile** practices to quickly deploy BA applications to your business end-users.
- **Reduce roadblocks** to project success by collaborating with Pentaho on creating a sound project and architecture baseline as a sturdy foundation to execute your Analytics project.
- **Receive expert guidance and support** during your project on the use and implementation of Pentaho.
- **Complement and/or supplement the resources** on your team with experienced experts in Pentaho.
- **Leverage close relationship with Pentaho engineering** to support complex and advanced use cases.

- **Deploy a business analytics solution** leveraging a full team of Pentaho certified consultants

## Service Offerings

Pentaho offers a range of Business Analytics implementation, education and support services to help organizations quickly deploy solutions using agile techniques with the world's leading Business Analytics suite.

Pentaho consultants can guide you through the requirements, design and implementation of your project. We offer pre-packaged programs to accelerate your project and custom engagements that span from supporting your team to full delivery of a Business Analytics solution.

Pentaho provides education and consulting services across the entire Business Analytics program life-cycle. Services available include:

- Training and certification programs to educate project team members on Pentaho BA and agile implementation techniques.
  - Agile BA for Business Analysts
  - Analytics for Business Analysts
  - Report Design Techniques
  - PDI for Developers
  - Analytics for Business Users
  - Architect Bootcamp
- Deployment Assurance Program to accelerate the productivity of your team and help eliminate project false starts resulting in faster ROI
  - Deploy a working Pentaho environment, connecting to a data source and building example reports and dashboards
  - Demonstrate the use of agile techniques to quickly deploy Business Analytics applications to end-users;
  - Mentor on implementation best practices; and
  - Recommend architecture and design to best meet your project requirements

- Implementation assessments to provide a risk-based review of the core elements for a successful Business Analytics project
  - Pre-implementation to assist in planning and building a strong foundation for project success
  - In-flight or post deployment to identify and resolve implementation difficulties and improvement planning
  - Core elements reviewed include: Business Analytics solution and deployment architectures; product usage; project implementation approach and team skills.
- Custom Engagements to support the design, development and deployment of Business Analytics applications
  - Security integration
  - Data warehouse architecture and development
  - Data Integration design and ETL development
  - Dashboard and Report design and development
  - Analysis (OLAP) design and development
  - Metadata design and development
  - Application integration
  - Data Mining approaches and development
- Technical Account Management and Checkpoints to provide advice, guidance and trouble resolution throughout your project life-cycle
  - On-going project and technical guidance
  - Requirement, design and implementation reviews
  - Performance tuning
  - Application troubleshooting
- Health Checks to review your current Business Analytics program and deployment to maximize your investment
  - Environment review to maximize performance
  - Best-practice review to improve Business Analytics application development processes
  - Solution assessment to ensure optimal design and use of Pentaho features and functionality

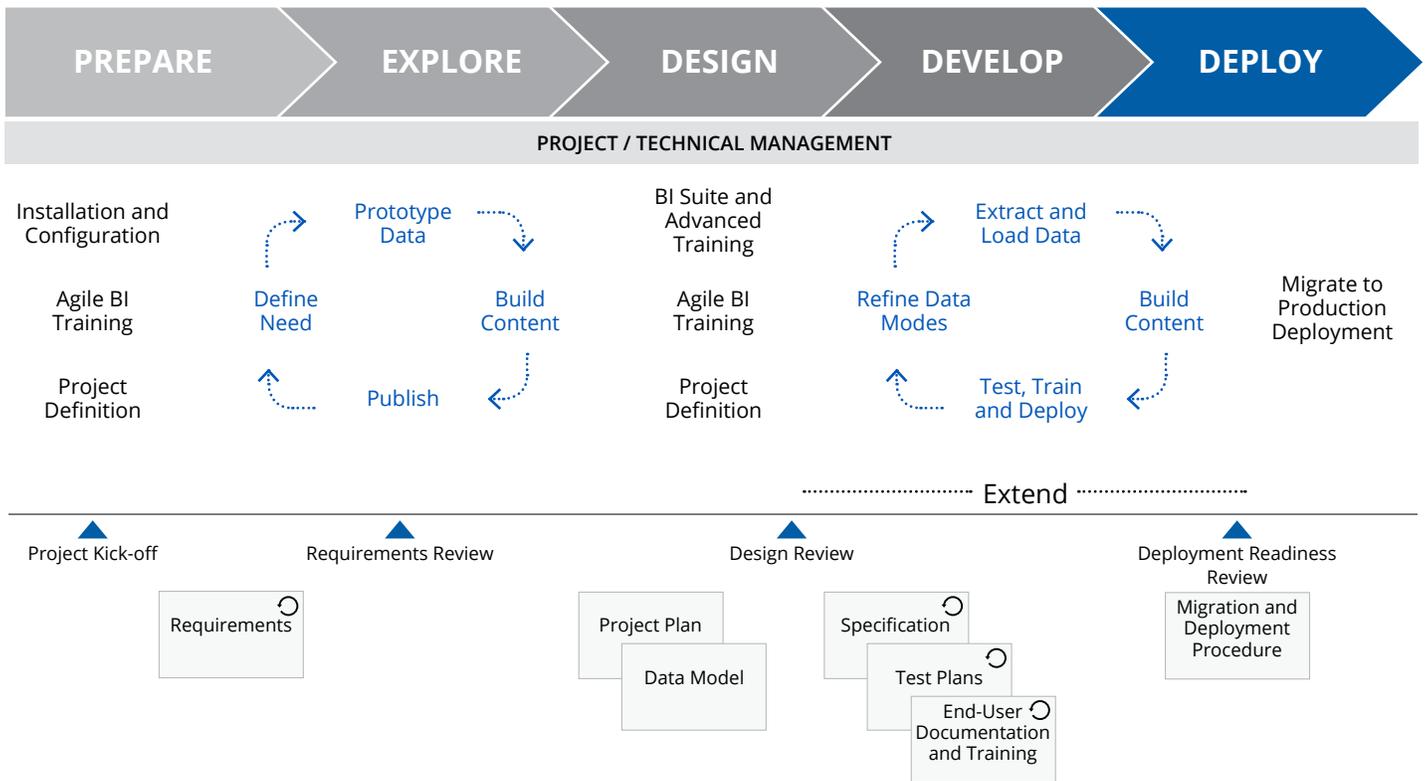
- Solution implementation to outsource the full or partial implementation of your project to a reliable and skilled Business Analytics team
- Upgrade and Migration support to provide expert knowledge and best practices to quickly deploy and operationalize new releases of Pentaho

## Agile Project Methodology

Pentaho employs a five step Business Analytics project implementation approach to ensure project success and quick ROI realization. The approach is based on the following elements:

- **Experience** – our Business Analytics and Pentaho product experience and best practices
- **Proven standards** – consistent with Scrum, Kimball, Inmon, and PMI
- **Agility** - incremental and iterative exploration and development of Business Analytics applications
- **Flexibility** - to fit all identified use cases and customer profiles

*The diagram on the next page outlines Pentaho's Agile Project Methodology.*



## KEY FEATURES OF PENTAHO'S AGILE METHODOLOGY INCLUDE:

**Training:** Customer resources assigned to the project are identified and commence their certification program. Pentaho offers training and certification tracks for Analysts, Developers and administrators. Details on Pentaho's training programs can be found at <http://www.pentaho.com/services/training/>.

**Iterative Exploration and Development:** The project is developed through collaborative Explore and Develop phases. An agile approach is used during Explore to quickly deploy and validate Business Analytics application requirements with end-users. Once requirements are set, a quick design and iterative development phases are carried out to deploy the BA applications into a production-ready environment.

**Deliverables and Quality Reviews:** Throughout the project life cycle, documentation is produced to capture the requirement, design and implementation decisions made in the construction of the Business Analytics solution. Quality reviews are performed to provide management with confidence that sound decisions are made, best practices are implemented and project risks are managed.

**Best Practices:** Pentaho possesses an extensive tool kit of methods, practices and tools that have been developed and refined from 100's of successful BA projects that help to ensure project success and provides customers with base practices for further BA application development.

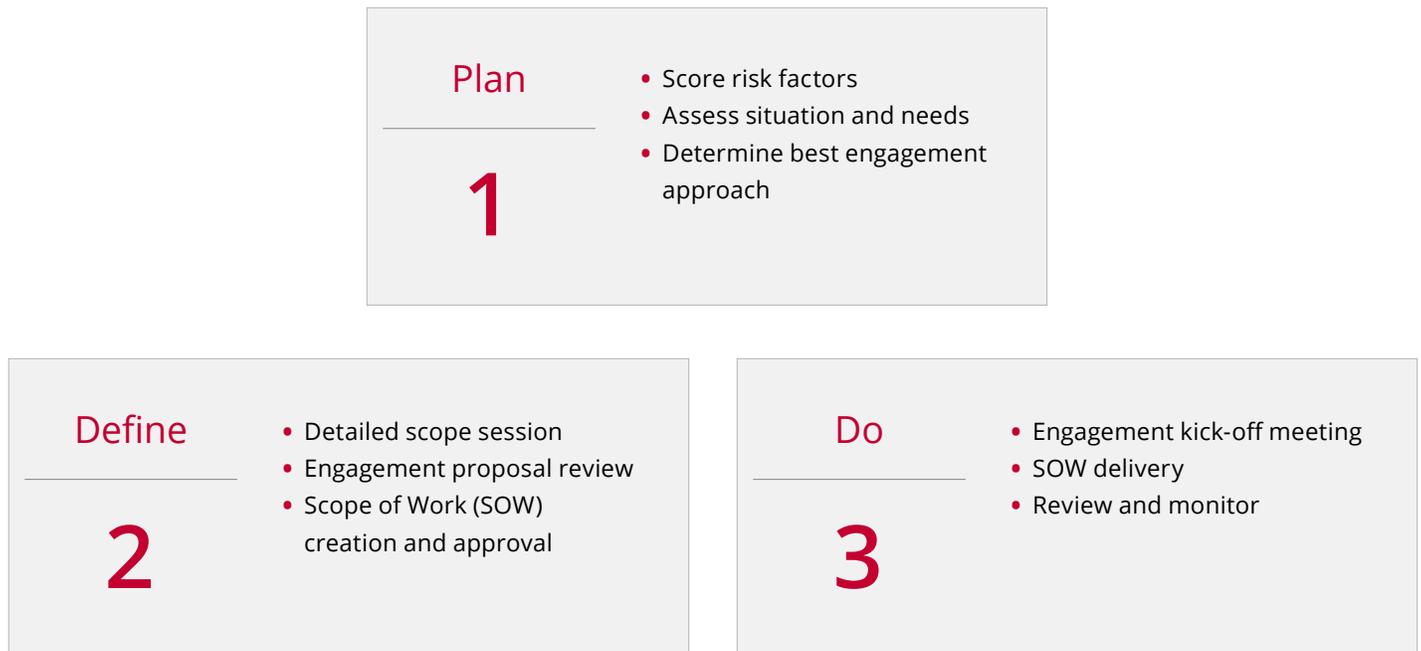
## Project Team and Resources

Pentaho's certified experts have years of experience delivering successful Business Analytics implementations across all industry verticals. Pentaho leverages certified partners worldwide to complement and supplement Pentaho teams based on the specific needs of the engagement and solution to be delivered. Our Professional Services team and extensive partner network provides project staffing options to deliver services locally on-site, near-shore, and off-shore to provide the best-value solution. For complex use cases, the Professional Services team can be strengthened with product engineering resources. On all projects, a Pentaho Engagement Manager is assigned and engaged to ensure project success.

# Next Steps to Engaging Pentaho Services

One way that Pentaho strives to differentiate from other vendors is being easy to do business with from evaluation to renewal. We have structured a disciplined approach for creating the best-value engagement to address your needs and help ensure your success. The image below highlights the three main steps we take for each engagement.

Call us today to start the planning phase to define the right engagement for you.



## About Pentaho Corporation

Pentaho is building the future of business analytics. Pentaho's open source heritage drives our continued innovation in a modern, integrated, embeddable platform built for accessing all data sources, including diverse and big data. Pentaho tightly couples data integration with business analytics to bring together IT, data scientists, and business users to easily access, mine, visualize, and explore all data that impacts business results. For more information visit [pentaho.com](http://pentaho.com) or call +1 866-660-7555.

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