

# Blueprint Professional Services



Blueprint's Professional Services offerings are aimed at accelerating the adoption of Requirements Center software products into customers businesses, promoting efficient process and governance alignment, and reducing the risk of Requirements project delivery. The overall goal is maximizing realized business value (return on investment) with the least amount of business interruption and risk.

## OVERVIEW

Blueprint's professional service consultants are Requirements experts with extensive Requirements Center experience and detailed knowledge of Requirements and SDLC processes, tools and best practices. Using Blueprint Professional Services expertise ensures appropriate focus on efficient Requirements Center use and best practices and provides a sustained post-training hands-on involvement to mitigate project risk and maximize adoption.

## TECHNICAL ENGAGEMENT MANAGEMENT

Blueprint Technical Engagement Managers (TEMs) are skilled Requirements Center project managers that can collaboratively plan and coordinate technical and business consulting engagements, assist with organization change and process alignment, and collaboratively facilitate the establishment of centralized Requirements "Centers of Excellence" supporting enterprise-wide standardized use of Requirements Center.

Blueprint Technical Engagement Managers are the frontline of Blueprint services, and own responsibility for the success for the Requirements Center implementation within Blueprint customers. TEM Services typically take place at customer's sites across North America, and are focused on ensuring timely and deep adoption of Blueprint solutions.

## SCOPE OF TEM SERVICES

Blueprint TEM Services range from project initiation through successful rollout, and include the coordination and delivery of services such as installation, configuration, data conversion, training and technical mentoring, best practices and support of Blueprint's products. The TEM accomplishes these objectives through a range of activities that may include:

- Assess customer's current SDLC and Requirements process and determine tool implementation strategies such as project structure, trace strategies, standardized requirement templates as well as manage the delivery of all services and consulting engagements at the client site.
- Establish TEM as the Blueprint "go to resource" in assigned accounts, and function as technical liaison between customer and Blueprint.
- Managing the entire implementation and roll out of the solution to the enterprise as well as identifying core individuals to be internal product champions.
- Beyond formal training, the TEM will mentor/educate customer personnel in the use of Requirements Center and other Blueprint products.
- Review requirements models (one-on-one or in groups) and provide comments on requirements content and utilization of Requirements Center capabilities.
- Establish best practices for the client based on mutually established standards and guidelines.
- Participate in Customer project and status meetings, as requested.
- Assist in definition and implementation of RC integrations as required to create a holistic Requirements Solution for the client.

Blueprint TEM Services can be provided either on-site or remotely via WebEx sessions to best meet customer objectives.

Contact your Blueprint sales team for more information or to engage the services of a Blueprint Technical Engagement Manager.



## BLUEPRINT WORLDWIDE HEADQUARTERS

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