

Bringing Expertise and Product Excellence Together

SDL Global Professional Services
Data Sheet



SDL Professional Services Know SDL Best

Based on 25 years of content management and language expertise, SDL Global Professional Services helps you transform your business. We bring together the people, processes and technology that create value and performance you need.

SDL Global Professional Services

The SDL Global Professional Services team of subject matter experts provides our customers with SDL technology and cloud solutions through fast and cost effective services. We provide you with the expertise and insight you need to maintain and advance your organization's goals and ambitions in a global marketplace.

Our full range of services include offerings spanning every stage of your ongoing product use. Our SDL experts are available to your organization and partner network, around the world and locally.

SDL Professional Services offerings

New Solution Implementations

- Pilot – A small-scale initial implementation to validate functionality.
- Stand and Go – Assistance standing up an entry-level system so you can explore core capabilities.
- Big Bang – A full A to Z implementation.
- As-is and To-Be Mapping – Mapping the current system, processes and changes for future implementations.

BAU (Business-As-Usual) and New Initiatives

- On-boarding and adoption for new users.
- Adoption of new workflows, features/functions and integrations.
- Consulting, solution design and deliver services.

Solution Maintenance

- SDL technology and integrated systems upgrades.
- Customization maintenance.
- Managed services.

Premium Engagement Models

- Pre-defined service packages for a wide range of services.
- Annual subscriptions for enablement, planning, service packages and training.

Customer and Partner Training

- Introductory and advanced learning.
- Classroom training and self-paced eLearning.

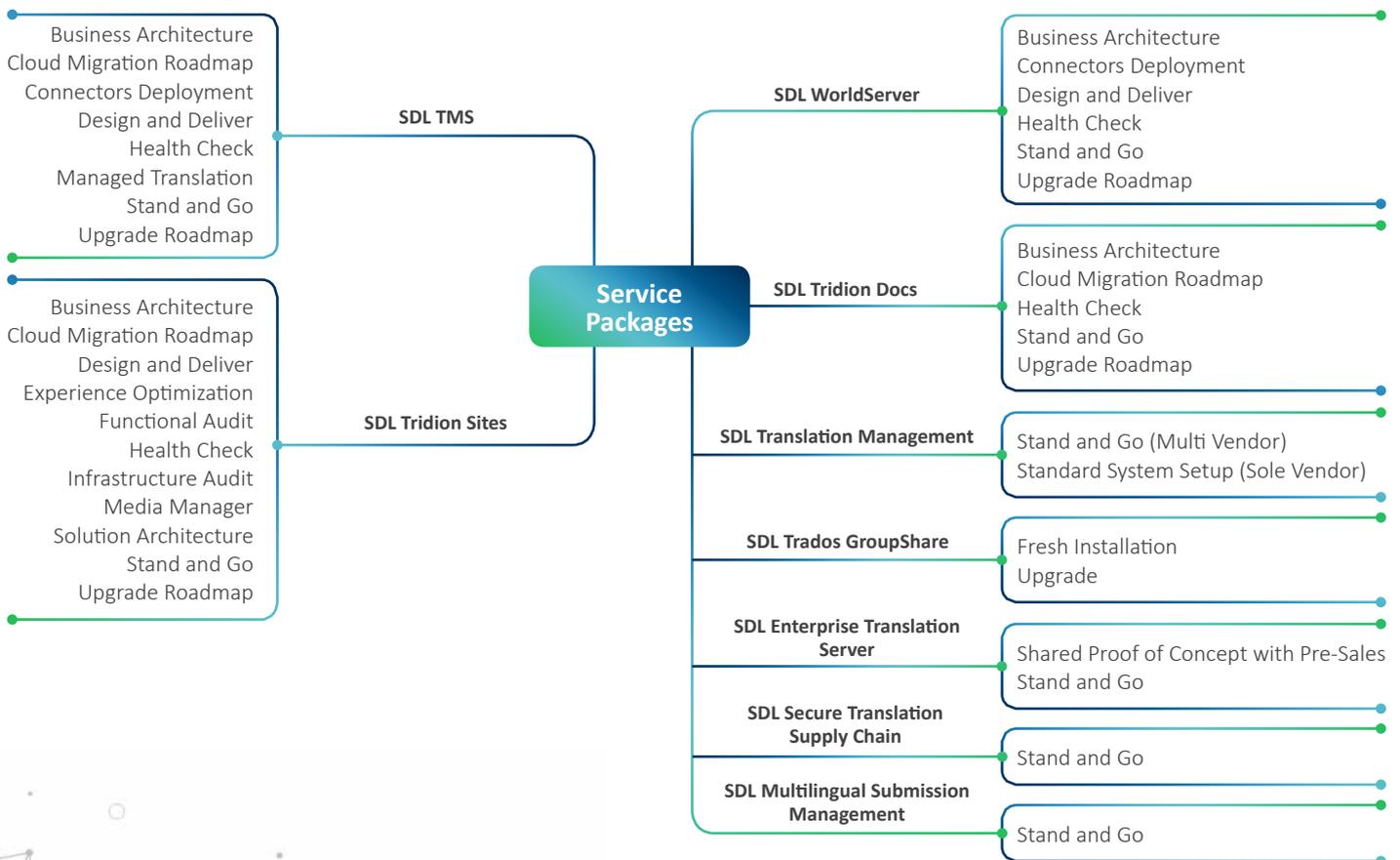
Premium Engagement Models

SDL’s Global Professional Services team can help you with any services engagement from new initiatives through to operational deployment and iterative improvement of your SDL solutions and technology through pre-defined service packages as well as an annual subscription.

Pre-defined Service Packages

SDL pre-defined service packages cover a wide range of services such as the implementation of an entry level system (Stand and Go), a roadmap for upgrading to the latest SDL technology or to the SDL Cloud, a health check for your current environment and more.

The service packages are based on best practices and provide a clear scope, deliverables and pricing.



Key benefits include:

- A single point of contact for all requests
- Discounted rates depending on volume
- Access to any type of SDL professional services resource
- Priority on resource allocation
- Flexible use of resource hours
- Predictable budgeting

Annual Subscription

Our annual subscription gives you the peace-of-mind you need, knowing that you have access to a resource team with all the skill sets that can help you manage your SDL solution cost-effectively.

The SDL Professional Services Regional Subscription is an annual package of resource hours allocated and consumed in quarterly increments. You can use these hours for enablement, planning, service packages and training.

Annual Subscription for SDL Regional Professional Services

Package size	Days per quarter	Days per year
X-Small	6	24
Small	9	36
Medium	12	48
Large	24	96
X-Large	36	144
XX-Large	48	192
XXX-Large	60	240

Customer and Partner Training

Great training maximizes benefits you get from your technology investment. From strategy to implementation design, through day-to-day use, SDL is with you. SDL Global Training Services offers a wide range of education and certification solutions targeted to all customer groups and partners.

We offer both introductory and advanced learning through classroom training and self-paced eLearning. The SDL Community also provides the opportunity to interact with a broader community of experts and peers.

Our training team helps your staff quickly and confidently optimize their product use. From installations and upgrades, to best practices and daily tasks, we provide training for all roles within your organization.

Partner Strategy

Our partner network includes Resellers, Solution Partners, Technology Partners and Certified Training Partners, whom all bring specialized knowledge, skills and experience to provide richer content solutions to customers globally.

Currently, more than 50 active SDL global partners support and advance SDL customer solutions. SDL Professional Services works closely with partners and customers as prime contractor or subcontractor based on the requirements.

SDL*

SDL (LSE:SDL) is the global leader in content creation, translation and delivery. For over 25 years we've helped companies communicate with confidence and deliver transformative business results by enabling powerful experiences that engage customers across multiple touchpoints worldwide.

Are you in the know? Find out why the top global companies work with and trust [sdl.com](https://www.sdl.com). Follow us on [Twitter](#), [LinkedIn](#) and [Facebook](#).

Copyright © 2018 SDL plc. All Rights Reserved. The SDL name and logo, and SDL product and service names are trademarks of SDL plc and/or its subsidiaries, some of which may be registered. Other company, product or service names are the property of their respective holders.