



# Professional Services

WHAT CAN OUR TEAM DO FOR YOU?



# Implementations

With three different implementation options, we'll work with you to understand your needs and pick the right one for you.



## CUSTOM IMPLEMENTATION

Custom Implementations typically apply to larger complex operators, or for Helm CONNECT Jobs or Personnel implementations. With a preferred level of service from beginning to end, Custom Implementations are adaptive and flexible to your needs and requirements.

---

Billed time and materials

---

Face-to-face training at your office

---

Receive end-to-end service that is flexible to your needs

---

Gain closer oversight on project progress with access to a Helm Project Manager who will provide you with weekly status and budget reporting

---

Easily add additional services if needed, such as custom development and additional training

---

Hypercare support before and after training

---



## ONSITE TRAINING PACKAGE

With an Onsite Training Package, a Helm Implementation Specialist will help you gather your data, train you in-person to be a Helm CONNECT expert, and offer additional support to guarantee that you have the skills you need to perform the system rollout yourself. This provides you more responsibility and is designed to maximize benefits while minimizing costs.

---

Fixed-price package that includes onsite training and travel

---

Face-to-face training at your office

---

Learn how to set up and configure your own data in Helm CONNECT

---

Hypercare support before and after training

---



## Other Services

No matter your needs, Helm is here for you.

### Data Entry

Do you have a large amount of data that needs to be entered into the system but don't have the time? Our data entry specialists can do this work for you at a greatly reduced cost from our typical hourly rates.

### Custom Development

Data from other software systems can be often integrated with Helm CONNECT through our custom development services. The automated transfer of data between these systems results in:

#### Data Integrity

- Setting one system as the “system of truth” prevents mismatched data across your business.

#### Reduced Implementation Effort

- Manually transferring data into Helm CONNECT can be costly and inefficient. Having an implementation specialist do the heavy lifting frees up valuable resources.

#### Simplified Data Maintenance

- Not having to enter the same data set into multiple systems saves time and reduces the likelihood of errors and inconsistencies.

### Additional Crew Training

Helm Implementation Specialists are available to come onsite and train your crews, ideally when large groups of your captains or crew are gathered in one place. Topics can range from best practices to custom workflows or any regimen of your choosing.

### Additional Superuser Training

Onsite comprehensive superuser training ensures that any new staff become experts in Helm CONNECT quickly. Using your data, your staff will be trained on the following topics:

- Concepts
- Setup lessons
- In-depth workflow training
- Train-the-trainer training
- Configuration
- Vessel installs



## REMOTE TRAINING PACKAGE

With a Remote Training Package, a Helm Implementation Specialist works with you to gather your data and then trains you remotely online on every aspect of your purchased Helm CONNECT products. We recommend the Remote Training Package for smaller operators with only one or two Helm admin users who want to drive their implementation with limited Helm support. This package is the perfect way to gain valuable training while staying within a limited budget.

---

The most affordable fixed-price option

---

Comprehensive week-to-week topical training sessions aimed to increase your proficiency in the system

---

Hypercare support before and after training

---



To learn more about our training packages or additional services, connect with us today.

---

 [professionalservices@helmoperations.com](mailto:professionalservices@helmoperations.com)

 1.866.344.3362

[helmoperations.com](http://helmoperations.com)   