

# DATASHEET

## Professional Service Management

A Dedicated Technology Partner to Drive Innovation, Client Satisfaction, and Operational Efficiency



The professional service business is highly competitive as it runs synchronized with various industry verticals. Deploying a strong operational execution with an emphasis on customer satisfaction and business transparency is what a successful professional service business requires. Main business challenges you face while running your professional service business are:

- Workforce operating in different time zones and multiple currencies
- Dealing with complex revenue recognition and cost accounting rules
- Meeting staff training requirements depending on utilization and demand forecasts
- Dealing with multiple billing scenarios (for fixed bid/milestone driven/time and material projects)
- Meeting staff training requirements depending on utilization and demand forecasts
- Monitoring, controlling and upgrading resource pool efficiently



Acteva's Cloud-based platform effectively takes care of these challenges and helps you achieve higher and faster ROI with proven process automation solutions delivered through Software as a Service. Acteva On-Demand shortens deployment time, reduces risk and lowers costs by automating project pipeline management, resource planning and scheduling, time and expense tracking, billing, revenue recognition and related approval processes. Service organizations with immediate requirements can get started quickly and have option to seamlessly leverage additional capabilities as their needs mature.

### Client/Partner/Sales Networking

Acteva Private Community Management - solutions to build and manage your own private & secure enterprise communities. It also allows you to manage documents securely and make them available only to the desired audience. This platform comes integrated with Events, Training, Payment Services and offers connectivity to Social Media and mobile devices.

### Managed Services

By leveraging proven deployment methodology, best practices, and expertise, Acteva Managed Services can help you implement Acteva Solutions in a way that speeds time-to-value and lowers project risk. No other organization can provide the depth of expertise, breadth of services, and network required to help you achieve the efficient Professional Services Automation Management that drives business results.

### Training and Certification

Empowering learning management with Acteva Class Management Software solutions with powerful registration, payment management, Calendaring, publishing, and Certification features. Our solutions not only meet the requirements of small classes but can also scale up to large-scale recurring corporate training environments. Acteva training solutions ensure faster time to value on your training delivery platform.

### Events

Acteva Event Management Solutions offer online registrations, payment collections and end-to-end administrative and marketing tools for all event types, sizes and complexities – Boot camps, User Conferences, Meetings, Tradeshows, Seminars, Networking events, and more.

### Key Benefits

**Easy.** With No Hardware to buy, No Hosting Fees and No Setup Fess, Acteva's Cloud-based On Demand solutions reduce deployment time, mitigate risk and lower costs.

**Fast.** With pre-built templates for Online Registration, plug ins for Online Payments, Workflows for Event & Training Management, Acteva solutions enables flexibility and functionality to gain maximum value from your investment in Partner Management solution.

**Collaborative.** Leverage powerful, time-saving collaboration tools to effectively manage and market to your Partner Network.

**Safe & Secure.** Acteva leads the industry in security. Multiple levels of authentication and compliance help ensure the privacy and security of data and payments. Our fully redundant infrastructure affords safety and reliability.

**Scalable.** Deploy a foundational Network, Event or Training Management solution that Supports and Grows with your Business Needs.

**Comprehensive.** Everything you need to host Events or Training and all the tools you will need to ensure the success are built into the industry leading platform.

- Private Portal with Social Media tools
- Online Payment Management
- Marketing Resource Centers
- Strong Reporting/Analytics
- Seamless Data Integration
- Secure Document Sharing
- Efficient Knowledge Management
- Continuous Lifecycle Review
- Certification and Accreditation
- Resource Planning and Scheduling
- Integrate with Best of Class ERP, HRMS
- Cost and Revenue Recognition
- Project Pipeline Management
- Time and expense tracking

### Our Customers



## Acteva Product Suite

Acteva provides a structured way for you to deploy and grow your Professional Services Management solution. Using a time tested and field proven approach, pre-built templates for Online Registration, plug-ins for Online Payments, Workflows for Event & Training Management, Acteva solutions enables flexibility and functionality to gain maximum value from your investment in business solutions. The Acteva product suite delivers a solution that gets you up and running quickly and allows for follow-on advanced capabilities options.

### The options include:

#### Online Registration For Event Conference Management

- Acteva Express: Starter Pack for Events, No Set-up, Activation or Subscription Fees
- Acteva Plus: Advanced features for Power Users to Manage Events of all sizes and types
- Acteva Pro: Customizable solution for multi-day, multi-track Events & Conferences
- ActevaRSVP 3 for Salesforce: Set up and manage Events and Online Payments from the familiar Salesforce interface

#### Class Registration & Training Management Using Acteva Class Management Software (CMS)

- From Simple Class & Training Schedules to Multi-Track, Multi-Day Training Programs
- Publish comprehensive Class Calendars and Course Catalogs
- Automate Credit Tracking & Certifications
- Use Acteva's Online Payment Management Service or Use Your Own Merchant Account
- ActevaRSVP 3 for Salesforce: Set up and manage Events and Online Payments from the familiar Salesforce interface

#### Acteva Private Community Network (APCN)

- Manage, Grow & Monetize your Private Community Network
- Manage Organizations – Regional, National or Worldwide
- Build Public/Private Secure Community around your Events, Conferences, and Training
- Key features include: Social Media Tools, Facebook Connector, Public/Private Content, Blogs & Threaded Discussions, Polling & Voting module, Document Sharing, Event & Training Calendars and more
- Integrated Payment Management Service

## Acteva for Salesforce

Leverage the combined power of Acteva and Salesforce CRM with Acteva's integrated Cloud-based solutions for Event, Class or Training Management. This is facilitated by the AppExchange certified Salesforce Connector that allows seamless bi-directional data synchronization while using Salesforce.com as a single repository of data. Each of these solutions can be deployed independently on one integrated platform.

For users of Acteva Product Suite with communities of less than 5000, APCN is free for use. For questions, contact Acteva Sales at (877) 933-4730

	Express	Plus	Pro	CMS
<b>Set-Up &amp; Account Management</b>				
No Hosting or Set-up Fees	✓	✓	✓	✓
Account Activation Fee			\$	\$
Event Activation Fee		\$	\$	\$
Number of Users/Organizers	2	10	99	99
Use Your Own Merchant Account		\$	\$	\$
Credit Card Processing	Paypal/Visa/MC	ALL	ALL	ALL
Check, PO, Wire Transfer		\$	✓	✓
Refund Management	✓	✓	✓	✓
ActevaRSVP 3 for Salesforce		Free*	Free*	Free*
Moodle Connector		✓	✓	✓
Enterprise and Volume Discounts		✓	✓	✓
<b>Event &amp; Training Management</b>				
Event Types Supported	Basic	Advanced	Complex	Complex
Conferences, Tradeshow & Seminars			✓	✓
Catalogs Included	1	1	Unlimited	Unlimited
Attendee Types		✓	✓	✓
<b>Productivity &amp; Marketing Tools</b>				
Email Marketing (# emails/month)	5,000	10,000	50,000	50,000
Calendar	\$	Free*	Free*	Free*
Analytics/Custom Reports		✓	✓	✓
Wait List Manager		✓	✓	✓
List Management		✓	✓	✓
Promo Code Engine		✓	✓	✓
Name Badges/Certificates		✓	✓	✓
Acteva Mobile		\$	\$	\$
<b>Services</b>				
Attendee Support	✓	✓	✓	✓
Email Support	✓	✓	✓	✓
Phone Support		✓	✓	✓
Enhanced Support		\$	\$	\$
Managed Services/Customization		\$	\$	\$
Mail, Phone, Fax Registrations		\$	✓	✓
Private Community Network	Free*	Free*	Free*	Free*

✓ - Included at no additional cost    \$ - Additional paid feature    Free\* - Free for limited time



### About Acteva

Founded in 1998, Acteva is the largest and most experienced Online Registration & Payment, Event, Class & Training Management and Secure Private Community Solution provider in the market today. They have been helping organizers manage and promote their events, classes, training, and online payment management for over 12 years. Acteva has been a pioneer in the event technology industry, helping more than 20,000 organizations host over 400,000 events that have been attended by more than 7 million people. For more information, please visit: [www.acteva.com](http://www.acteva.com)

Phone: (877) 933-4730  
Email: [support@acteva.com](mailto:support@acteva.com)