

DATASHEET

Acteva Managed Services

A fully-integrated platform with built-in On Demand Event & Training Management solutions, Partner Networking and robust support tools to drive your business towards excellence.



Partner with Acteva Managed Services to realize the full potential of your Acteva Cloud & Enterprise solutions, and maximize ROI, speed time-to-value and lower project risks. When it comes to deploying On Demand Event & Training Management solutions, no other organization can provide the depth of expertise, breadth of services, and partner network required to help you achieve the efficiency that drives business results like Acteva can.

Acteva Managed Services' proven methodology extends your IT organization, providing deep expertise delivered through on-site or remote operational support. Managed Services are a low-risk, high-reward choice for your organization or enterprise. The Acteva Managed Services operational support methodology enables you to focus your IT team on strategic tasks, instead of day-to-day tasks and administrative details.

Managed Services helps you:

- Provide ongoing strategic alignment to achieve the best ROI
- Save time, money and human resources
- Confidently deliver fully integrated solutions with our deep expertise from hundreds of deployments

Supporting Your Business

The Acteva Managed Service offering provides remote or on-site assistance to perform designated tasks with respect to previously implemented and operational Acteva products in your Event, Training or Private Community technology environment. Our operational support methodology enables you to focus your team on business-critical tasks instead of operational and administrative details that can be handled by a trusted partner.

Delivering Business Value

Acteva Managed Services, Education and Support unite in single-team dedication to work with you as an innovative, expert, collaborative partner - so that you can gain the advantages of new technology while maintaining productivity. We provide you with:

- A trusted partner dedicated to the long-term success of your business
- Strategic consulting from those who know Acteva products best
- Innovative education options from the authority on Acteva's product suite
- Extended support from world-class technology experts and Acteva Partner Network

What You Get

- **Review of requirements** - assess your specific requirements to align with expected deliverables
- **Configuration review** - verify that the Acteva product is adequately configured to perform the tasks and to address your specific configuration requirements
- **Administrative tasks** - perform tasks related to the on-going administration of the Acteva solution suite
- **Analytics/Reports** - assist with monitoring and maintaining Acteva product-specific reports
- **Change management** - mutually determine and agree on any necessary configuration changes
- **Knowledge transfer** - conduct remote or on-site training sessions on a regular basis
- **Continuous Lifecycle Review** - continually verify that the Acteva solution is operational and performing as required; administrative functions are performed to your requirements, and ongoing knowledge transfer is conducted
- **Handoff and Closure** - once the engagement is complete, we make sure the project is seamlessly handed off to your team.

Together, we help you manage your customer lifecycle on an ongoing and proactive basis, a customer experience program that starts the day you become an Acteva customer. The program continues through each stage of our relationship: getting started, getting set up, rolling out your Events, Training Programs or Private Community, and getting more from your investment.

Pricing

- Acteva Managed Services are offered on Fixed Price Project or Ongoing T&M basis. Call Acteva for more details, at (877)933-4730.

Our Customers



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

	Express	Plus	Pro	CMS
Set-Up & Account Management				
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		✓	✓	✓
Event & Training Management				
Event Types Supported	Basic	Advanced	Complex	Complex
Conferences, Tradeshows & Seminars			✓	✓
Catalogs Included	1	1	Unlimited	Unlimited
Attendee Types		✓	✓	✓
Productivity & Marketing Tools				
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		\$	\$	\$
Services				
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