Conga Care

Subscription services from Conga experts

Minimize cost and maximize your ROI with access to proven Conga Experts

Ensure success with expert guidance and managing your growing business needs with confidence!

Conga Care provides solution expertise for application maintenance, enhancement, upgrades, and feature enablement in addition to hands on support by Conga Experts to address how-to questions and resolutions to technical issues.

Level 1

1 service request per month

Offshore, pooled resources

Level 2

1 service request per month

Onshore, named resource

Requires purchase of Base, Summit, Pinnacle, Premier or Premier Plus support plan

Expertise, experience & flexibility

- On Demand access to the right combination of platform, product, and people to drive your business' success
- Guidance from seasoned and certified team of professionals

Maintenance & enhancements

- Improve business agility with proactive, faster resolution
- Reliable assistance for maintenance activities, enhancements and new features

Best-in-class solutions

- Provide solutions optimized for scalability and performance
- Solution reviews and Health checks to quickly address complex issues or new business requirements.

Customization support

- Extend functionality of your Conga solution with hands on and advisory support for custom development and coding

Accelerate success with a blend of design and hands on guidance from experienced Conga Experts.

Conga Care scope

What is a service request?

Conga Care is designed to be flexible, providing a wide range of services to deliver unique business needs and manage complexities. A service request is an update or enhancement to your solution and Conga Care offers up to 5 hours/request, with a blend of design and solution consultation, to hands on support for your deployment. Depending on the scope of the modification, a Service request may be broken into multiple requests.

Conga Care offering allows customers to purchase multiple units or multiple levels to manage their solution complexity and variety of business needs.

Solution review & optimizations

- Ongoing solution review/assessment
- Best practice guidance
- Solution design to maximize OTB capabilities
- Process improvements and adopt best practices
- Fit Gap Analysis, new feature enablement

New enhancements

- Deliver ongoing releases
- Solution Design, Build and Unit Test to meet new use case
- Building new template, clause, query, batch trigger, schedule, workflow, grid view or an eSignature flow
- Create new agreement types, document types, definitions
- Create new objects, fields, layouts, permissions
- Custom Dashboards and Reports

Maintenance & support activities

- Update templates, clauses, queries, automation parameters, batch queries, batch schedule, formula fields
- Update definitions, flows, gird views, layouts, permissions
- Update eSignature tags, writebacks and parameters
- Pre-post upgrade planning or smoke testing
- Data loads, migrations

Customization support

- Updates the existing customizations supporting customer specific use cases
- Conga API, callbacks and integration support

Conga expertise

750+
Customer engagements

15+
Years of industry experience

100%
Conga certified

For more information
Email info@conga.com or visit conga.com