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The leading provider of P3M solutions for the Public Sector

# An introduction to Verto's Implementation Service Package





# We understand the challenges that change can bring

We are all aware that implementation of a new system can put a strain on people's time. So, we have created our Service Package to take the stress of buy-in, implementation and utilisation off your shoulders, as we will drive for you.

Our in-house Client Experience team can ensure Verto is adopted quickly to equip your organisation with the necessary tools for improvements in effective project and programme management.

We will understand your strategic goals and work with your existing internal processes, so Verto aligns with, and becomes, embedded in your company's culture, encouraging buy-in at all levels and ensuring a seamless adoption process.

The services we provide lay the foundation for Verto's successful implementation within your organisation. We deliver an onboarding program as standard for all Verto customers with additional modules available at your discretion.

Using Verto, alongside hosting meetings, delivering activities and producing documents, we will work through a process to enable Verto within your organisation.



 START-UP

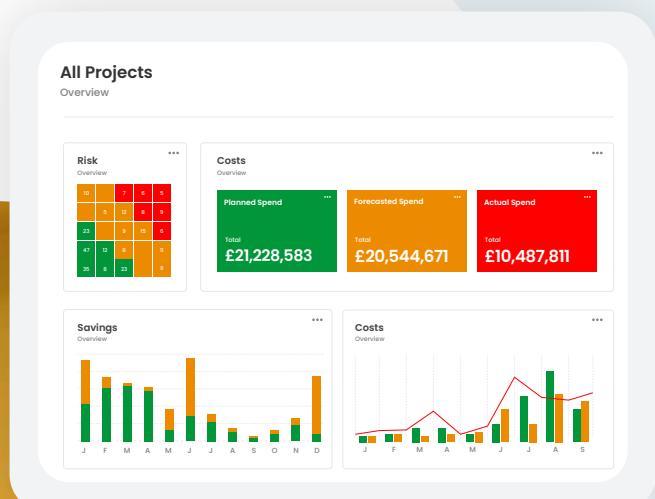
 BUILD

 TRAINING

 LAUNCH

## A dedicated Client Delivery Manager

Every client is assigned a dedicated Client Delivery Manager (CDM). Your CDM will conduct weekly catchups and guide you through focused discovery, gap analysis, and system build sessions, as detailed in your implementation plan.



## Delivery timeline

A standard Verto implementation will take approximately 12 weeks (3 months). At the initial planning session, the CDM will discuss and agree your preferred launch date. This will then be used to populate the project plan in your Verto Test Site.

The project plan consists of 4 phases:



### Start Up Phase

Kick Off, Discovery Sessions, Planning Session, Gap Analysis and commencement of weekly catchups.



### Build Phase

Custom Stages and Governance Processes built, Administrator Acceptance Testing (AAT), User Acceptance Testing (UAT), 'Home' dashboard build, standard reporting suite updated.



### Training Phase

UAT orientation session, System Administrator training package.



### Launch Phase

Go-Live Checklist, Go/No-Go Meeting, Support Handover, Launch Report.

## Core system functionality

The following is a breakdown of the core functionality included in the initial implementation:

Portfolio, programme and project management	Reporting Outputs	Supporting Technology
<ul style="list-style-type: none"> <li>Custom-built stages, including: <ul style="list-style-type: none"> <li>Full RAID functionality</li> <li>Project planning - including Gantt and Kanban boards</li> <li>Financial tracking - costs and savings</li> <li>Actions and Decisions Management</li> <li>Lessons Learned</li> </ul> </li> <li>Custom-built governance and approval processes - highlight reports, project approvals</li> <li>Timesheets</li> </ul>	<ul style="list-style-type: none"> <li>Home Dashboard</li> <li>Custom Prints (Health Report, Change Request, Closure Report)</li> <li>Aggregated Reports (Health Reports, Project Management Reports, Data Extract)</li> <li>User configurable Dynamic Dashboards</li> <li>OData Access</li> <li>2 Custom Report Writing Days</li> </ul>	<ul style="list-style-type: none"> <li>Verto Intelligence (AI Tool)</li> <li>Integration with MS365, including Teams App</li> </ul>

## Implementation package

The implementation package will include:

<ul style="list-style-type: none"> <li>✓ Creation of Test and Live environments</li> <li>✓ 2 x 1.5-hour Discovery Sessions (Client and Verto Spotlights)</li> <li>✓ 1 x 1-hour Planning Session</li> <li>✓ Weekly 30 min catch-ups throughout the implementation phase</li> <li>✓ Access to a shared Implementation Log to support the system build gap analysis</li> </ul>	<ul style="list-style-type: none"> <li>✓ Site Build</li> <li>✓ Administrator Acceptance Testing (AAT)</li> <li>✓ UAT Orientation session for System Administrators</li> <li>✓ UAT example script</li> <li>✓ Training for Verto Administrators</li> <li>✓ Go Live Checklist</li> <li>✓ Launch Delivery Report</li> </ul>
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Find out how Verto can help your organisation today

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Financial Profile

Overview

Planned Spend

**£21,228,583**

Forecasted Spend

**£20,544,671**

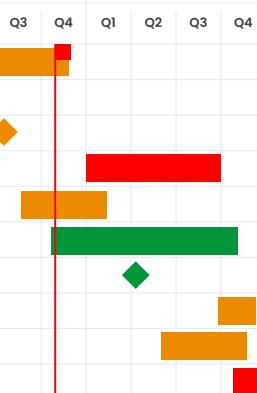
Actual Spend

**£10,487,811**

Cost by Status



[View All →](#)



## Administrator Training Package

Every client will receive a comprehensive training programme for their Verto Administrators. This programme will provide the knowledge and skills needed to effectively manage your site on a daily basis after go-live, and to provide ongoing support to end users in their everyday use of the system. The training is split into five separate online modules:

### 1 Site Maintenance

Delegates are introduced to the '4-Step' build process. The objective of this training is to demonstrate how to make future amendments to the site design.

### 2 Governance Report Maintenance

Delegates are reminded of the '4-step' build process and how this can be used to make amendments to governance reports and the approval workflows.

### 3 Permissions

Delegates will learn how to set up user accounts and manage permissions on their site.

2

## End User Training Package

(Optional)

Optional end user training packages are available for purchase, with each session accommodating up to 10 participants. Multiple sessions can be scheduled as required.

4

### Dynamic Dashboards

Delegates will learn how to make the most of dynamic dashboards in Verto. This includes how to amend and create dashboard templates for your users.

## Additional Verto Modules

(Optional)

In addition to our standard Verto package we also offer a selection of optional add-on modules, designed to address specific client needs.

### 5 Train the Trainer

This session is delivered to delegates who require a deeper understanding of key Verto features and the associated benefits. It also includes guidance on preparation and best practice training approaches.



“In central government, there are challenges when delivering complex programmes at pace. We had several problems to solve here, and Verto offered the solution. The platform has helped us bring consistency and clarity across our portfolio, giving us the confidence that we are making the right decisions at the right time. I’m particularly interested in how Verto is now developing AI capabilities. Used in the right way, AI has the potential to transform how the public sector manages change, and it’s reassuring to see a partner like Verto leading in this space.”

**Murray Harper**

Deputy Director, Delivery Capability  
at the Department for Energy, Security & Net Zero



Department for  
Energy Security  
& Net Zero



# Verto Administration as a Service (VAaaS)

Verto Administration as a Service provides all the administration services needed – so you can focus on what matters.

## What is VAaaS?

VAaaS shifts essential Verto system admin tasks from your team to our dedicated Verto experts. We handle the complexity so your administrators can focus on delivering results – without the workload, delays, or risk of losing critical skills.

## Why outsource platform administration?

Outsourcing platform administration ensures your system is managed by specialists who work with it day in, day out, bringing depth of experience and best-practice insight that's hard to match internally. Instead of tying up valuable staff time on complex, technical tasks, your team can focus on strategic priorities and user outcomes.

It also removes the risk of skills loss when key people leave, covers gaps from annual leave, and eliminates the cost of continual training.

With expert administration in place, you get faster problem resolution, a “right-first-time” approach to configuration, and a platform that evolves with your organisation’s needs – without adding headcount.

## What we do for you

We take care of your ongoing Verto administration, including:

- ✓ Manage the day-to day site administration tasks
- ✓ Implement changes to your existing site configuration
- ✓ Implement enhancements to your existing site setup
- ✓ Manage the custom report request process
- ✓ Provide a dedicated support portal for VAaaS Administrators

"Verto Administration as a Service has transformed the way our clients manage their platforms. By taking on the administration work, we've freed their teams to focus on the strategic initiatives that drive real impact.

Our clients still have all the benefits of an extremely versatile platform; they no longer need to spend their time learning all the intricacies. They can trust our expert team who know Verto inside out to support them.

Our clients consistently tell us they see faster results, fewer headaches, and a system that works the way they need it to – every single day."

Simon Hall,  
Chief Client Officer, Verto



## Why choose VAaaS?



### Money saving

No need to hire or train extra staff – our experts handle everything.



### Time saving

Our expertise enables rapid resolution of user issues.



### Risk-proof

Full-service coverage – no gaps from staff turnover or annual leave.



### Reduced training overhead

We stay fully trained so you don't have to.



### Expert knowledge

Right-first-time builds and maintenance.



### A trusted partnership

We work as part of your team, we understand your goals, and we work with you to achieve them.

## Included with VAaaS



### Dedicated support portal with pre-configured request forms



### VAaaS administrator training package

- User Permissions
- Dynamic Dashboards
- Verto Features Spotlight
- Train the Trainer
- Understanding VAaaS Support

## Verto Modules

Resource Management

AI Data Importing

Customer Management

Project Pipeline Management

Performance Planning



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