Sparta Systems

Sparta Upgrade Factory

The technologies that drive business are changing every day. They are becoming more sophisticated, more robust, more functional and more critical to day-to-day operations. Keeping technology up-to-date not only ensures that users have the best product available for their daily operations, but also provides flexibility that allows organizations to reduce risk and capitalize on opportunity.

TrackWise continues to evolve since its initial product launch more than twenty years ago, with features that truly distinguish it as a next-generation solution. While many customers assume that upgrades to their TrackWise instance(s) would be challenging, much like other applications in their technology landscape, this doesn't need to be the case. A TrackWise upgrade can be seamless, painless and economical.

Upgrade with Lower Risk, Higher Reward

Sparta Upgrade Factory is carefully designed to provide a well-planned and executed upgrade experience while lowering risk. Sparta's expert resources will assess a customer's current environment, create a duplicate instance in a secure environment to perform the upgrade and conduct the necessary tests to ensure success. In addition, they can help get customer staff up to speed quickly on new TrackWise features and recommend improvements to optimize efficiencies.

With Sparta Upgrade Factory, customers save time, reduce risk and minimize the cost of the preparation, implementation and post-work that is associated with an upgrade, resulting in a higher return on TrackWise investment.

Sparta Upgrade Factory's Three Step Process to a Successful Upgrade

Requirements analysis and planning: Sparta's highly trained and qualified experts start by understanding the current system environment and organizational needs. They work closely with the customer to develop an upgrade and testing plan that fits the system configuration and business requirements. Then a duplicate instance is created in Sparta's secure "sandbox" environment, on which the initial upgrade will be performed.

Design, build and test: Sparta's Upgrade Factory experts bring both the technical knowledge and experience to minimize any risk associated with implementation and to reduce cutover time. These resources oversee and document the remote upgrade process within the secure environment to ensure a successful customer upgrade and to mitigate risk prior to deployment to the live environment.

Validation and deployment: With the successful remote upgrade completed and documented, Sparta resources will work with the customer to develop a plan for validating and deploying the new TrackWise version into production. This includes helping to establish a go-live and cutover plan. Additionally, Sparta performs the appropriate regimented sequence of test scripts, known as the Sparta Systems Installation Qualification (IQ), to ensure a successful installation.

Key Benefits:

- Reduce risk by having an experienced global team perform the upgrade in Sparta's secure "sandbox" environment prior to deployment

- Benefit from proficient, detailed planning and remote environment preparation for the TrackWise upgrade

- Minimize downtime by using an efficient, standardized upgrade methodology

- Employ Sparta Upgrade Factory experts to free up IT staff to focus on strategic business requirements

- Take advantage of the latest technologies and enhanced user experience in new TrackWise releases

- Maximize return on investment

Optimizing the Upgrade Investment

Sparta Academy training courses, available via classroom, e-Learning, on-site or at Sparta Connection, can help administrators and other professionals learn about and leverage new features. With a wealth of best practices knowledge and industry experience, Sparta Academy instructors can help organizations to best utilize TrackWise to improve workflow, performance, and overall ROI.

Get Started Today!

Sparta Systems is committed to providing our customers world class service and support. With a wealth of best practices developed over hundreds of implementations and decades of experience, customers can feel secure knowing their upgrades will be done faster, easier and with more predictability using Sparta's Upgrade Factory experts. Learn more about the Sparta Upgrade Factory program by contacting your account executive, or sending an email to upgrades@spartasystems.com.