FreeBalance Sustainability Services

Cost Effective and Sustainable PFM Reform

Ensuring that a country's Public Financial Management (PFM) investments are sustainable is core to the FreeBalance purpose-led mandate of improving citizen wellbeing and combating corruption.

FreeBalance is committed to maximizing the value derived by customers in order to promote cost effective and sustainable public financial management reform .

The Sustainability Services offered by FreeBalance ensure that the software used within government can be managed by the civil service without the need to bring in external consultants. The services include training, upgrades and problem solving.

Capacity Building

Supports more than software training and includes:

- IT Technical Training
- Adaptable Training
- Advisory Services
- eLearning

Capacity Enhancement

These services are designed to reduce the dependency on consultants through:

- Onsite Help Desk
- Onsite Mentoring
- Onsite Administration
- SWAT Teams

Product Maintenance

Supports new versions and fixes including:

- Quality Enhancements
- Product Upgrades
- Joint Application Development

Solution Support

Includes:

- Case Management
- Service Level Agreements
- Knowledge Base
- Customer Metrics

Capacity Building

FreeBalance's capacity building services support more than software training and include:

- **IT Technical Training**
  Technical training on information technology systems covering computers, networks and middleware.

- **Adaptable Training**
  Bespoke training programs that can be customized and adapted to the local country context covering government procedures, best practices and GRP software, all delivered in line with a formal training plan.

- **Advisory Services**
  Analysis of capacity for growth, software and procedural changes, and training requirements.

- **eLearning**
  Online learning functionality to assist in training new staff.

Capacity Enhancement

Capacity enhancement services provide temporary onsite assistance by FreeBalance. These services are designed to reduce the dependency on consultants through:

- **Onsite Help Desk**
  An onsite help desk including local FreeBalance staff to answer questions and examine problems. The help desk is set up with FreeBalance's assistance and migrates to be completely self-managed by the government.

- **Onsite Mentoring**
  Onsite mentoring by the FreeBalance team augments capacity building with practical advice during implementation stages.

- **Onsite Administration**
  Onsite administration is provided by local FreeBalance staff. FreeBalance hires and trains local staff to provide administrative assistance, capacity building, enhancement articulation and problem escalation.

- **SWAT Teams**
  SWAT teams are created when required. FreeBalance management forms a team, including executives, from across the company to address the issue at hand. SWAT teams are given the highest priority.

Product Maintenance

Product maintenance services provide support for new versions and fixes including:

- **Quality Enhancements**
  Customers are able to contribute to the development of enhancements so as to ensure that their unique requirements are met.

- **Product Upgrades**
  Product upgrades are provided as part of the Product Support and Maintenance fee. Hot-fixes are provided for emergencies an software patches are provided for minor issues. The product roadmap is shared with customers showing minor and major product releases after the FreeBalance International Steering Committee meeting.

- **Joint Application Development**
  Joint Application Development services are provided to customers to enable more effective product design.

Solution Support

Solution Support includes:

- **Case Management**
  Online case management tools are provided to customers to log enhancements, defects, data problems, service and sales requests.

- **Service Level Agreements**
  Priority and severity definitions are used to support Service Level Agreements (SLAs). Cases are managed with local support or escalated to regional support centres.

- **Knowledge Base**
  A comprehensive knowledge base is provided via the FreeBalance Customer Portal to enable customers to self-serve and access a library of information to better leverage solutions and good practices.

- **Customer Metrics**
  Customer metrics are provided for cases and customer satisfaction scorecards and are used to optimize support.

FreeBalance is a purpose-led organization dedicated to improving citizen wellbeing around the world

Lake Victoria, Uganda

FreeBalance Overview

We believe strongly in fiscal transparency and accountability and our products help bring the power of open government to citizens and decision-makers around the world.

With a 39-year track record of success and operations in 25+ countries, FreeBalance has unparalleled experience in public finance reform and is a specialized Business-to-Government (B2G) firm.

39 years

25+ countries

$425bn budgets

580k civil servants

890m citizens

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