

This document was made as preface of my next article related to [QA process in a new product for professional services](#) to guarantee a high quality success.

•**Just to start, we know what Professional Services is?**

-A professional service is an intangible product that a contractor or product vendor sells to help a customer manage a specific part of their business.

-Professional Services fill the gap between what a consumer needs and what is available

•*Professional Services VS Consulting Services?*

-Professional Services: A “Non-Consulting Service Provider” (i.e. Professional Services) is defined as a person or company who is contracted to provide tactical or operational services.

-Consulting Services: “Consultant” is defined as a person or company, which under an agreement other than an employment agreement, provides expert or strategic advice and related services for consideration and decision-making. The key words in this definition are ‘expert’ and ‘strategic’.

-PS people allow the customer to focus on core business concerns. Unlike a consultant, who may only be responsible for providing advice, a professional service provider may also be responsible for the end result.

•Strategy

- 1.Vision, Organization, Planning, Cost, Risk
- 2.Goals, Business Process, Analysis
- 3.Solution, Design, Project Plan

4. Development, Configuration management, Q/A
5. Installation, Acceptance Testing, Performance
6. Maintenance, Support

• *Evaluating professional services*

- When customers are evaluating a professional service provider, they often gather and evaluate information about the provider from a variety of sources. Typically, such efforts include checking out the professional service provider's website, the professional service provider's web presence and recommendations on social media websites, the high quality as well as referrals from other customers that the provider has supplied.
- So everything the client observes of us will be the reflection of our actions