

Fastman Consulting and Solutions

Managed Support

Enterprise Content Management systems are by their very nature highly dynamic. Content and users are added, edited and removed daily, while data volumes managed by the system can grow at alarming rates.

Other systems and services upon which they depend change constantly, while the skills and knowledge needed to maintain this complex environment are highly sought after and must be maintained.

Fastman's Managed Support addresses this by providing a range of support and enhancements services delivered within a well defined service management model. Support is provided either reactively or proactively and can be delivered either onsite or remotely. Our teams can work with your existing application teams or we can operate as your end-to-end virtual application support.

Our staff are qualified and experienced Consultants, who have worked across various industries, and can provide a wealth of knowledge across all facets of system design, installation, integration and support.

The Fastman Support service is based on a support agreement which outlines the reactive and proactive support services and frequency of the System Health Checks. This model provides clients with:

- Integration to internal service desk systems
- Access to all Fastman resource levels at preferential rates.
- Access to the Fastman email and web based service desk for logging and tracking requests.
- Defined contact points including escalation.
- The option to structure support as a fixed annual cost or as a capped monthly amount.

Complete Content Management

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Proactive application support is a routine check of your system and recommended remediation. This may be a tactical change such as installing the latest patches to resolve an outstanding issue or a strategic recommendation such as storage requirements for the next 12 months.

The routine health check of your system includes the following, but can be customized to meet your environment:

- Patch and service pack status /availability
- Capacity planning (storage and database growth)
- Inactive account management
- Licensing threshold management
- System utilization (document growth / workflow activity etc)

Reactive application support services include the following:

- Day-to-day system administration,
- Technical application issues,
- Coordinating and escalating application support issues to Open Text

Enhancement Services provide you with assistance for enhancements to your existing Open Text ECM Suite installation. Small enhancements can be undertaken using hours not used for support, while other enhancements will be managed as a project. Types of small enhancement can include:

- Installation and configuration of a new module
- Installation of a patch
- Workflow—changes to existing workflow or create new workflows
- Reports—Modify existing or create new LiveReports and WebReports
- Training and system documentation

Fastman Consulting and Solutions is a Platinum member of the Open Text Global Partner Program. Based in Melbourne Australia our consultants have over 35 years experience implementing, supporting and extending Open Text ECM systems.

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