

Fastman Consulting and Solutions

# Software 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.

Software 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.

Typical ECM systems contain many components, sourced both from the product vendor themselves and from third parties—often located remotely and differing time zones. Understanding these components, how they are used within your organisation and options for how they can be best deployed and leveraged is a core part of an effective support model.

While vendors themselves provide effective software maintenance programs, and organisations may have some internal support capability, this is only part of the answer.

Likewise ensuring licencing and maintenance arrangements are current, consistent and aligned with your business needs can be a time consuming and confusing task.

Fastman fills this gap by providing a Software Support Service that bridges the gap between vendors product maintenance services and our clients business needs and processes. This service provides:

- Lifetime management of software maintenance agreements
- Alignment of product support and maintenance arrangements with business needs
- Access to local technical specialists with knowledge of both the products and your environments in which they are used.
- Representation of client requirements with vendors
- Regular product and market updates

**Complete Content Management**

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The Fastman Software Support Service leverages vendors software maintenance agreements at no additional cost and includes:

- 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.

When used in conjunction with a Fastman Managed Support Service, this may be extended to include:

- Proactive application support, including capacity planning, system account management, and reporting based on a pre-defined System Health Report format.
- Reactive Application support, including day to day system management, technical issue resolution, and full integration of Fastman support with internal support processes and resources.
- Integrated Enhancement Services with the ability to undertake small system enhancements using hours not used for support. These can for example include small workflow tasks, creation or update of reports, or installation of new or updated modules.

Together these two offerings provide our clients with a comprehensive service offering that ensures key components of your ECM system are fully maintained and supported, that knowledge of your systems is effectively maintained, and business requirements driving the systems use are reflected in commercial arrangements that underpin them. Through these arrangements you can have confidence in all aspects of

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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