



SERVICES

Business Process Analysis

What it is —

Analyzing the work your company needs to accomplish, and defining the most efficient, accurate, and intelligent processes to perform those tasks.

What's in it for you —

- Defines true business drivers, industry fundamentals, and best business practices for your core businesses
- Organizes and automates the steps necessary to generate content for maximum use, access, and value
- Improves the quality and speed of your knowledge sharing and decision making
- Optimizes your technology investment by leveraging the latest advancements in everyday tasks

Life Cycle and Workflow Automation

What it is —

Defining a document's evolution as a container of your company's valuable information, and automating the steps and processes that ensure its accuracy and integrity.

What's in it for you —

- Automates your organization's repetitive tasks
- Improves quality and job satisfaction by focusing your employees on higher level tasks rather than routine busy work
- Optimizes your company's paper handling processes and practices, eliminating outdated and wasteful practices
- Improves management through the identification of your progress and status

Industry experts estimate the growth rate of digital asset management to be 60% within the next few years for a total of \$6 billion.



Information Object Modeling

What it is —

Architecting your company's information into a rigorous automated system that can be applied to business processes for increased efficiencies.

What's in it for you —

- Maximizes access and repurposing of your content through intelligence
- Automates your processes for increased accuracy
- Customizes user experience to emphasize relevant information
- Improves your ease of use, with familiar language and procedures

Enterprise Content Management (ECM) Architecture

What it is —

Architecting content and knowledge repository solutions that promote your business goals while controlling the cost of development, adoption, operations, maintenance, and future upgrades across your entire enterprise.

What's in it for you —

- Significantly lowers the cost of creating content management applications throughout your organization
- Ensures business continuity across a much broader range of applications
- Leverages your technology investments to quickly adapt to change and growth requirements
- Significantly reduces the ad hoc processes in your organization
- Increases your efficiency by providing predefined processes

Repository Upgrade

What it is —

Reviewing your legacy systems and haphazard practices that create or control content, and upgrading them into a unified approach to managing your business information

What's in it for you —

- Decreases your technology costs by moving all information into a unified and supported platform
- Simplifies your update and transition processes
- Creates a blueprint for your future revisions and document tracking
- Frees authors from concern about how to publish and push content directly to your repository, Web site, and/or consumers



Document Migration

What it is —

Identifying and moving existing content from one or more source systems into a new destination repository. Typically this process includes transferring old content to a new object model with life cycles and workflows in a new or upgraded repository.

What's in it for you —

- Assures clean data, maximizing usability and integrity on your company's supported platforms
- Creates new knowledge, producing results from previously dormant content
- Decreases your administrative, start-up, and archiving costs
- Improves your tracking and retrieval capabilities
- Increases your reuse of existing content
- Purges and archives your content on a consistent and timely basis to eliminate clutter and liability

Access and Security Modeling

What it is —

Revamping your security procedures so the right people have access to the right documents at the right time.

What's in it for you —

- Assures compliance, creates audit trails, and protects your company from litigation
- Protects your confidential documents from unauthorized users
- Creates individually-tailored access procedures for your most sensitive information
- Points users to content appropriate for their roles, eliminating irrelevant clutter that doesn't pertain to their function
- Enables intelligent portal integrations that push your information to knowledge workers

Fault Tolerant Design

What it is —

Creating the ultimate, failsafe protection for your business from user and system error: a well-designed system of backups, redundancy and contingency plans.

What's in it for you —

- Maintains business continuity, with a high tolerance for the unexpected
- Increases system's utilization because of high user confidence
- Reduces downtime and eliminates the need to engineer inefficient workarounds



Custom Application Development

What it is —

Creating unique applications to address specific needs, based on user-defined requirements, business processes, and industry best practices.

What's in it for you —

- Maximizes your investment in content management infrastructure
- Meets your individual needs
- Customizes user experience while controlling development costs