



PROFESSIONAL SERVICES

HIGHLIGHTS

Over twenty years of experience successfully delivering content management solutions

Modern, open, and adaptable content management and repository technologies

Flexible Professional Services approach that allows you to define the engagement model that best fits your needs

Cost effective solution tailoring designed to address your specific business issues

Expert technical staff with a range of skill sets required for successful enterprise implementation

Knowledge transfer sessions designed to ensure your staff can continue to evolve your content solution after implementation

The Formtek Professional Services team is focused on helping your organization maximize its return on investment in content management technology.

Managing content is an important and growing aspect of any business. Content management technology offers traditional benefits of maintaining and classifying documents and images, as well as more modern usages such as team collaboration, records management, and eDiscovery. A successful content management implementation provides a central area of business intelligence, competitive edge, security, and regulatory compliance.

To fully realize these benefits, any content management solution must be tailored to meet your specific requirements and business processes. Every organization has a unique way of creating and disseminating content, as well as different metadata models, taxonomy requirements, and

security policies—all of which must be addressed during implementation. Formtek will help you develop an implementation plan that addresses all of your needs.

Formtek content management solutions are built on a technology foundation that is open and adaptable to complex IT environments. We provide significant experience in delivering solutions to small organizations as well as large global enterprises, within a variety of industries. We offer a flexible approach to solution delivery that is customer focused and business driven. Formtek solutions are designed for ease of deployment and efficient, cost-effective ROI. We provide a full range of implementation services including;

- requirements analysis and specification
- project management
- software customization and integration
- knowledge transfer and education
- post-implementation support



Formtek has the in-depth Professional Services experience to efficiently and effectively implement a content management solution within your enterprise.

Solutions

- Document Management
- Enterprise Content Management
- Content Repository Services
- Engineering Data Management
- Records Management
- Collaboration
- Legacy System Replacement

Services

- Requirements Analysis
- Solutions Definition
- Process Design
- Production Planning
- Integration
- Data Migration
- Project Management
- Training
- Knowledge Transfer
- Custom Solutions

Support

- Technical Support
- Technology Refresh
- Software Patches and Updates



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Formtek Professional Services

Customer Driven - Formtek takes a customer driven approach to delivering professional services. We work with you to determine the best structure for implementing your project - from a document management solution for a line of business at the department level, to an enterprise-wide content management or records management solution. With a focus on your business needs, we utilize methodologies that are designed to reduce risk and cost for implementation.

Industry Experience - Our team has experience in many industries. Regardless of whether your organization provides services or products, our team has the skills to help improve your content management processes. We can help improve the management, distribution, accessibility and security of your content to ensure that you meet the needs of your workforce, your customers and your suppliers, while also satisfying government and internal compliance requirements.

Customized Implementation - Our consulting team will help you ensure the critical technologies of a content management solution match your organization's business requirements. We have extensive implementation experience, particularly in project management, process definition, designing custom solutions, and developing the right solution for a specific environment. This experience ensures an efficient and effective implementation.

Knowledge Transfer - Formtek's educational services organization is committed to ensuring that your organization can manage, modify, and continuously improve your content management solution after implementation. Knowledge Transfer sessions are tailored to your specific needs and designed to address the requirements of systems administrators, managers, and end-users. The sessions can be held where you want, when you want; live in a classroom or via webinar.

Legacy System Migration - Maintaining legacy content management systems involves significant cost, time, and complexity. Formtek solutions are built on modern, open, and adaptable content management platforms, and offer an ease of support and customization at a fraction of the cost of legacy systems. We can help you migrate from old and difficult content management systems to a modern architecture, while maintaining all historical data.

Flexible Support - We don't abandon you after implementation. Formtek offers a full range of support services as required, including technical support, and software upgrades and patches. Customers can access Formtek Technical Support via a customer-only web portal, as well as a dedicated email address and 1-800 number.

ABOUT FORMTEK

Formtek, Inc. provides secure and scalable enterprise content management (ECM) and document management software and implementation services to worldwide customers and partners in the manufacturing, aerospace, defense, telecommunication, utility, government, and other markets. We build solutions on software technology platforms that are open and adaptable to complex IT environments, including Formtek | Orion Content Repository Services, Ephesoft Smart Capture, and the Alfresco Content and Process Services platform.

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