

**DRAFT  
COPY**

# Professional Services



**READSOFT<sup>®</sup>**

# Your document processes can improve your bottom line. It's our business to know how.

Successful change requires commitment on many levels. ReadSoft expertise, experience and dedication are at your service every step of the way.

ReadSoft Professional Services is a global team of professionals. We're committed to working with you throughout the design, implementation, and maintenance phases, when automating your unique document process.

Combining our highly capable software with dynamic services will give you a powerful, reliable solution. You'll get results that are on budget, on time, and according to your specifications.

It is important to us that your ReadSoft process solution, once up and running, will satisfy your expectations in all respects: return on investment, efficiency, and job satisfaction.

Equally essential is that projects are well handled in terms of timeliness, costs, results and management.

This is where our proven, quality assured project process comes into play.



## Best practices

Years of experience and globally renowned methodologies ensure best practices for solutions and business processes as well as project management.

## Milestones

Decision points and milestones are continuously reviewed to ensure the project stays on track.

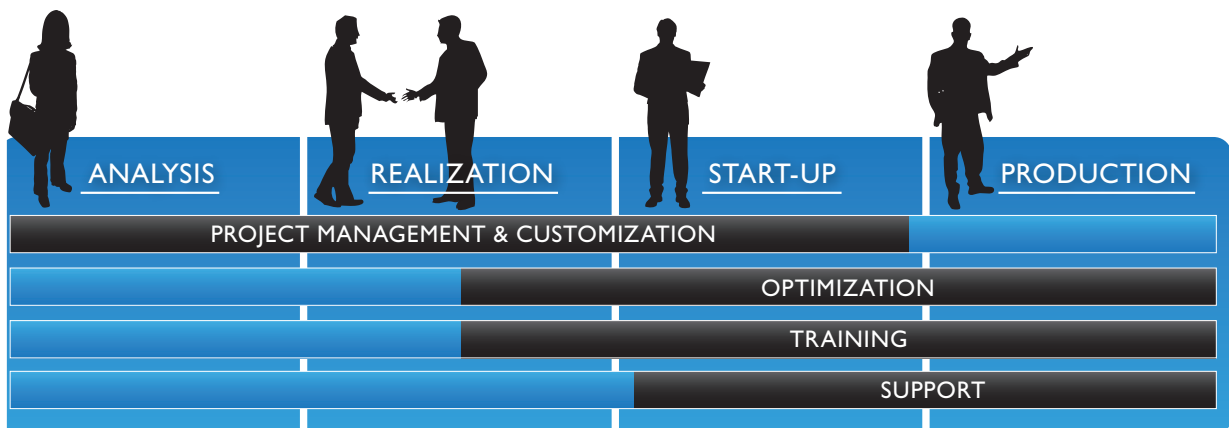
## Benchmarking

In cooperation with renowned professionals we offer means to improve the assessment accuracy regarding potential gains.

## Out-of-the-box

The functionality inherent in our solutions is often enough, at least to get you started.

Best practices based on experiences from thousands of installations all over the globe



# Let's fine-tune a solution to fit your needs

An initial workshop will show whether you are on the right track with a ReadSoft solution. Once that is settled, we continue to analyze your present status, your requirements, and the contents of our offer.

The work, whether encompassing a single project or several, is defined regarding scope, acceptance criteria, organization, milestones and risks. You will of course also be involved in selecting project managers, users, system administrators and process owners in your company.

For highly specialized requirements, you should customize your solutions in order to increase your productivity gains. Common examples of customization include incorporating business rules and validations, or streamlining the process of transferring information in to existing business systems.

To ensure quality across our projects, we employ a team of strategic project analysts. These senior consultants coordinate local projects, review completed projects, and ensure that the same high standards in project implementation are achieved at all times.

Finally, a time plan for development, installation, configuration, system tests, change management, training, and quality assurance are defined in consultation with you.



When everything has proved to be up to expectations, we finalize the project and hand your solution over to Support.

## **Solution Optimization**

*Guaranteed delivery according to project specifications*

This service is delivered at the earliest possible point and covers installation and configuration of all your ReadSoft software.

## **Change management**

*Getting everybody on the right track*

New technology often leads to new procedures and routines, which means novel ways of getting things done. Major changes can lead to anxiety and unwillingness to adapt, unless adequately addressed.

This is always regarded as an integral part of our assignment and is handled either by ReadSoft staff or by one of our very competent partners.

Seamless integration with your processes and systems

## **Training your staff**

*Keeping the focus on essentials*

ReadSoft software is designed for ease of use. With correct and sufficient training, users will know how to handle any normal situations and how to find solutions in the Help in case they encounter something out of the ordinary. Administrators will minimize downtime, keeping the system up and running.

## **Hand over to Support**

*Ensuring continuity by transferring knowledge about your unique solution*

ReadSoft routinely performs a comprehensive internal handover as a part of our project process, where vital knowledge & documentation is passed on to the support organization. We might well invite you to take part in this process – a great first step in building a good working relation between our organizations.

# Your processes are business critical. Let's keep them up and running.

ReadSoft support services are focused on

- Reactive services, immediately minimizing the impact of a problem.
- Proactive services, eliminating issues that might cause a future problem.
- Value-adding services, continuously improving original performance.

## Support

*Keeping you in production*

Proactive Support: fast response times, consistently high resolution rates.

Our Support centers serve customers in all ReadSoft countries, ensuring direct access to solution competence in the local time zone and local language.

We also offer the possibility of registering and monitoring your support case via the Internet, enabling you to track the progress of your case in real-time. Furthermore, you have instant access to solutions for already known issues and additional supportive documentation through our Knowledge Base.

## Maintenance

*Improving your software*

The Software maintenance part of the ReadSoft Software Service Agreement provides fixes to defects and maintained compatibility with 3rd party software and systems, such as new releases of operating systems, databases, target systems etc. You are granted access to a dedicated area of this web site, with access to the latest maintenance Service Pack and Hotfix downloads for your software.

## Preventive maintenance and tuning

*Boosting performance*

We analyze the production system where your ReadSoft products are running, and determine the best way to enhance the solution for optimum performance.



## Upgrades

*Delivering new functionality*

As a registered customer with a current ReadSoft Software Service Agreement, you are entitled to all newly developed functionality in future upgrades of the software. In the dedicated customer area of [www.readsoft.com](http://www.readsoft.com) you will find the latest upgrade downloads for your software as soon as they are released

## Maintaining the competence

*Refreshing and adding new knowledge*

Course material is always on hand when someone needs to make a quick check up or wants to go through the lessons again.

Still, refresher courses are always to be recommended, and why not take the opportunity when:

- A new employee is brought onboard or an existing employee changes roles
- The business process is enhanced
- Office routines are improved
- The system is upgraded
- A change to a law necessitates a process change

Local presence backed  
by the industry's largest  
R&D department