

ECM Implementation Services



Overview

- Proven delivery methodologies, tools and engagement models to mitigate your risk and ensure successful business continuity.
 - Certified, highly skilled ECM experts with deep skill sets that cross multiple disciplines.
 - Extensive experience with and technical knowledge of complex environments based on hundreds of customer engagements.
 - Tight integration with IBM groups provides access to key resources.
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Managing the value, reliability, availability and serviceability of your IBM ECM systems

Efficiently deploying your software and keeping it up-to-date is critical to the overall success of your IBM® Enterprise Content Management solution. IBM® Software Services for Enterprise Content Management can give you direct access to our ECM Implementation Services experts as well as proven processes, methodologies, and tools to help you meet these challenges.

Throughout the lifecycle of your IBM ECM solution, our experts can help guide, mentor, and provide the services you need to meet your business requirements and achieve maximum value and return on investment from your ECM software investment.

Software Implementation Services

Getting your ECM system efficiently installed, configured, and ready for production is a highly technical effort. IBM Software Services can provide you with efficient and cost effective services that can help you get your ECM solution off to the right start.

Delivered by product experts using proven methodologies, ECM implementation services include the planning, installation, and knowledge transfer services that you need to help build a solid foundation for your ECM solution.

Our implementation process is based on a set of standards derived from many years of experience executing successful product implementations. We work hand-in-hand with your staff so that your organization can optimize its learning and involvement in the implementation process.

The Implementation Services Consultants are certified technical experts with years of real-world ECM experience. Our Implementation Services team is your trusted partner for implementing your IBM ECM software.



Software Upgrade Services

Implementation is only the beginning of your ECM project. Your organization will need to keep your system up-to-date with new software releases. Using proven methodologies and with direct access to IBM ECM Engineering and Support, Implementation Services consultants are able to efficiently upgrade your systems with minimal risk and impact to your business. With a dedicated Upgrade team, IBM offers both onsite and remote upgrade services to help you keep your system current.

Guardian Services

The Implementation Services team also provides Guardian Assistance services for upfront, specific point-in-time and ongoing technical advice and guidance regarding your solution implementation. This technical advice and guidance allows customers and partners to leverage IBM Software Services' knowledge and expertise to help mitigate solution implementation risk while providing best practices and recommendations.

Reviews are tightly aligned with IBM standard practices and methodologies providing ECM expertise at critical points of your implementation. This model allows you to choose specific services to complement your existing capabilities and project requirements.

Technical Services

Other Implementation Services team offerings designed to help you keep a high level of sustainability include:

- ECM Product Data/Server Conversion Assistance
- ECM Product Release Maintenance Patching
- ECM Enhanced Availability Configuration Assistance
- ECM Product Custom Statements of Work including:
 - General Technical Services and Consulting
 - Systems Operations Review for Proven Practices
 - Short-Term Systems Administration and Mentoring
 - Service requests where skill sets can be matched to requirements.

For more information

To learn more about these offerings or any of our services, please contact your ECM Service Sales Representative or visit our website at ibm.com/software/ecm/services.



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