

Professional Services

Consulting
Support &
Maintenance



At NMS Imaging, we take a holistic approach to analyzing business processes for document management or workflow.

After establishing objectives to measure and guide the project, our first step is to analyze users for retrieval needs. From there each project takes on a life of its own.

FRAMING ENGAGEMENT

A Framing Engagement is an assessment of the scope of change a potential solution will offer when compared to current needs or practices. It identifies key metrics and risks to be addressed. The resulting deliverable is a documented survey that identifies overall process improvement opportunities that an organization can yield from implementation of a solution from NMS. This survey includes user community impact, general technical requirements, flows and volumes, and unknowns to factor into a conceptual design.

A Framing Engagement enables the customer to make an informed decision about investing in a document and process automation solution.

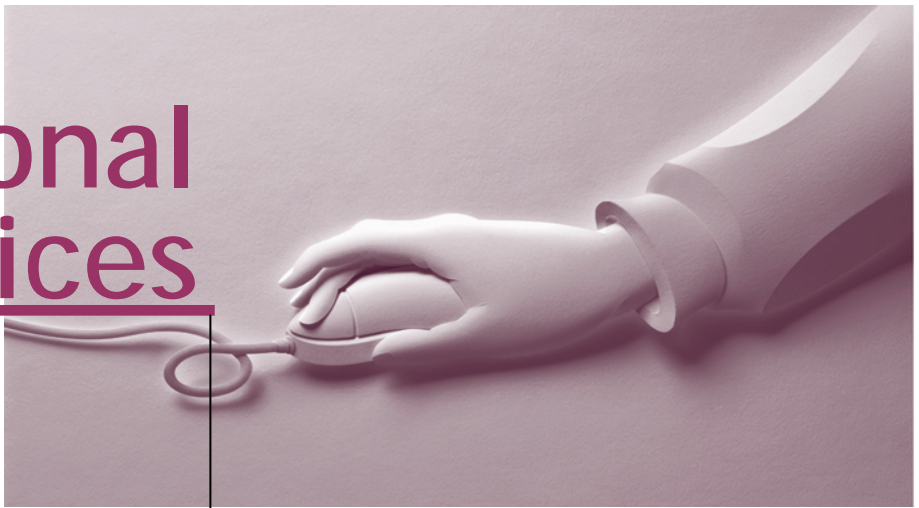
DESIGN ENGAGEMENT

A Design Engagement is a process of taking a framing engagement and mapping workflows, specifying functional requirements and product integration, defining document class definitions, and environmental needs. The resulting deliverable is a Statement of Work that includes diagrams and summaries from both a technological integration perspective, as well as a high-level user experience perspective. This is a collaborative process that often goes through several reviews with key users to refine a design that gives the customer a picture of the final solution.

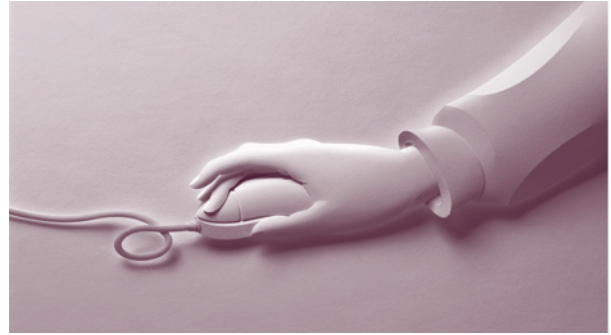
BUILD ENGAGEMENT

A Build Engagement is the actual integration and tailoring of software products to create an integrated multi-vendor solution. The key elements of the build engagement are as follows: project management; enterprise application integration; application development; web services integration; quality control confirmation to requirements; and risk mitigation.

The deliverable is an integrated solution which meets the specifications set forth in the Statement of Work.



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DEPLOYMENT ENGAGEMENT

A deployment engagement covers all aspects of on-site network and PC infrastructure preparation to; server and software installation, start-up, pilot testing and formal roll-out.

The deliverable of a deployment engagement is the delivery, installation and setup for the actual solution.

TRAINING ENGAGEMENT

Training includes the following:

USER TRAINING involves hands-on education and guidance to support workers and ensure proficiency with the day-to-day operations of the solution.

ADMINISTRATIVE TRAINING illustrates and shows IT personnel how to maintain up-time, perform back-ups, administer user security, perform help-desk level support and/or develop new applications.

TRAIN-THE-TRAINER TRAINING is common for larger customer organizations that have permanent training facilities and instructors who want to be autonomous in training new employees

CONVERSION SERVICES ENGAGEMENT

A Conversion Services Engagement is an information capture and delivery outsource product. It enables customers to outsource a broad range of functions including on-site or off-site document preparation and scanning, back-file conversion, off-site storage, and media migration from film to digital disk and/or paper.

The deliverable in every conversion services engagement is a customized approach tailored to meet each individual client's needs from end to end.

SUPPORT & MAINTENANCE CONTRACTS

On-going support entails first-line telephone contact between NMS Imaging and key clients. This serves as a first stage of troubleshooting and diagnosis across all integrated COTS (Commercial off the Shelf) products. After the initial examination, each reported problem is either resolved or a severity level is applied and the appropriate resources are dispatched. NMS Imaging invests heavily into maintaining current product and revision training with all of our supplier-partners. We have automated systems for dispatching calls real-time to our system engineers, for real-time answers.



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