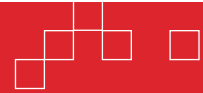




ESKER DeliveryWare 4.0

Esker Professional Services :
Maximising your investment in information technology



From the planning stages until you go live with your Esker DeliveryWare solution, maximise your investment with affordable, expert analysis and superior technical assistance from Esker Professional Services. Esker's consulting team works with you to understand your business communication goals, and demonstrates how to best achieve (or exceed) them with automated document delivery. Esker Professional Services also offers in-depth product training, assistance with upgrades, migrations, integration with other solutions, and custom development. Give your IT team a break - let us do the work.

Helping you achieve business success

Esker Professional Services has the technical expertise and practical experience to smoothly move your project from concept, to implementation, to knowledge transfer so you can quickly realise the business benefits of automated document delivery with Esker DeliveryWare.

You can count on Esker Professional Services to:

- **Recognise and recommend** the best solution for your document delivery problem
- **Speed implementation** of your Esker DeliveryWare solution - minimising risk and maximising ROI
- **Reduce** implementation, support and maintenance costs
- **Ensure** that your business communication objectives are met as stated in the agreed-upon project plan

Proven project methodology

Over the years, Esker Professional Services has developed a reliable 4-step process for successful Esker DeliveryWare implementation projects. This proven methodology includes solution planning and preparation, implementation, post-implementation, and education. Esker Professional Services will work with you to verify successful completion of each step, ensuring your project delivers the desired results.



1. Solution planning and preparation

The first step in a successful Esker DeliveryWare implementation is a detailed assessment of your current document-based business process, desired automation results, and technical infrastructure. The result is a mutually agreed implementation plan with clear strategic objectives and success metrics.

A detailed project specification is developed that describes system integration requirements, installation plans, configuration settings, acceptance criteria, and knowledge transfer.

2. Implementation

During this phase, Esker Professional Services installs and configures your Esker DeliveryWare solution based on the defined implementation plan.

Implementation includes:

- **Creation** of document-workflow rules
- **Installation and configuration** of system software and hardware
- **Thorough acceptance testing** ensuring all business objectives are met

3. Post-implementation

When implementation is complete, Esker Professional Services will provide a project sign-off document and activate your Esker ProSM maintenance and support plan. Esker Professional Services will facilitate a smooth transition to the Esker Support organisation, which will be available to you should you need assistance with your Esker DeliveryWare solution.

4. Education

The ongoing long-term success of a solution is dependent on knowledge transfer from Esker's specialists to its customers. Esker Professional Services offers scheduled and customisable courses. Our courses are designed to help you get the most out of your Esker investment, get your implementation team up to speed quickly, and build your in-house expertise to continue driving your project's value over time.

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