

Managed Services

Reduce operating costs and optimize operations of your ECM Solutions



Benefits



Reduced cost and insure business continuity with the help of our support centers in Germany, US, Romania and India



Improved quality of your ECM platform applications with our skilled and certified experts



Reduced downtimes of your applications through proactive operation consulting, high quality support and fast response times



Benefit from a flexible billing model (ticket-based, fixed price, time & material)



Optimized operation of your applications with tried and tested service offerings at a fixed price (Health Check, System Monitoring)



Dedicated contact for your enquiries and tickets

The costs for maintenance and operation of any ECM application often represent a significant proportion of the available IT budget. Instead of devoting time to necessary IT innovations, in-house staff or external consultants are occupied with support tasks. Specialists with the right qualifications are rare and often disproportionately expensive, particularly for smaller installations. Furthermore, you also find yourself subject to internal criticism concerning the quality of your support services and your response times? Are your departments dissatisfied with the exploding costs and lack of transparency for the support of their applications? Then turn to fme for support and maintenance and reduce the operating costs of your ECM application.

The outsourcing of support and maintenance for your applications improves the quality of your services and allows you to maintain firm control over the costs for ongoing operations. Take advantage of our expertise combined with cost-effective nearshore services to reduce your operating costs to a sustainable level. This relieves the strain on your budget, clears the way for new and further developments of your application environment and enables the continuous performance improvement of your business processes. We offer you the right mix of on-site support and remote maintenance.

fme experts deliver a full range of managed services combining our dedicated global teams with our trusted partners to assist you in managing complex IT environments and supporting you in your daily challenges.

After an initial Health Check a focussed problem management will sustainably reduce the volume of inbound tickets, thereby reducing the expenditure for your application operation over the medium-term. We conduct mutually agreed maintenance services, such as logfile checks, for the application operation.

»We are extremely happy with the support and maintenance of our Documentum applications through the utilization of nearshore resources provided by fme AG. The German-speaking support team in Romania assures very good response times and works very effectively. The geographic proximity means the time delay is short and on-site intervention could be possible without any problems. Our costs for maintenance and support have significantly decreased through the integration of fme's nearshore team.« (Klaus Preitschopf, Project Manager, EagleBurgmann Germany GmbH & Co.KG)

Our Range Of Services For You

Application Management Services Offering	Supported ECM Platforms
<ul style="list-style-type: none"> • 24*7 remote and/or onsite support, as needed • System monitoring and incident management • Guaranteed incident response times • Change management • Single point of contact • User and security profiles management • Backup management • Systems health check • Advanced analytics 	<ul style="list-style-type: none"> • Cara by Generis • Microsoft Sharepoint • OpenText Documentum • Sparta • Veeva

In principle we support all applications which may be maintained externally. We will clarify these details together with you during the tender preparation and pricing process. The hand over of applications is conducted on-site at your premises.

Use our direct support hotline with the following services:

- Arrange individual time windows of availability. Standard times for support inquiries: Monday to Thursday between 8:00 and 17:00. Friday between 8:00 and 15:00. Extended times 24/5 or 24/7 are also available. You can submit your inquiries conveniently by telephone, mail or directly via web application.
- Your support request triggers a ticket which you may be traced online while it is being processed.
- We agree on the response times individually depending on your requirements.
- When the support inquiry has been completed or a solution found, the person logging the request will be notified via e-mail of the matter being closed/resolved.

You determine the scope of services based on your requirements and system environment. A complete Service Level Agreement consists of services for support, maintenance, preventive measures and on-site consulting.

Please take advantage of our flexible pricing models. You may choose ticket-based billing, agree on a fixed price or be charged according to the actual services rendered. We provide a fixed price proposal as a standard.

Contact us about your individual requirements. Together we will determine the appropriate range of services of »support and maintenance by fme« as well as the detailed conditions. We would also be pleased to provide you with a reference contact with other customers. We look forward to your enquiry.

Reference Clients

