::: fme

System Operation and Application Support for Your MS SharePoint and OpenText Documentum Systems

Now, more than ever, IT departments are facing enormous challenges. In particular the life sciences industry, for example, with recent mergers & acquisitions and the complexity of systems and applications requiring a great deal of manpower; while still requiring top-rated expertise with minimal financial support. To reduce this impact on IT departments, fme Group is offering a comprehensive package for the support of content-records management and shared collaboration environments based on negotiated Service Level Agreements (SLAs).

The fme Group has extensive knowledge of the many systems and applications found in companies within the life sciences industry. Many IT departments do not always have the specific technical expertise for a variety of reasons in these extremely complex environments and the issues that evolve over time. Nevertheless, they must be able to quickly adapt and address these issues that crop up and provide experts on an ongoing basis. The fme Group has specialized teams that are always up to this task and offer custom services for second- and third-level support. These services can be directly integrated into existing data centers and helpdesk structures.

fme experts have the knowledge required to efficiently operate and maintain your subsystems that are based on Microsoft SharePoint or OpenText Documentum, such as CYA SmartRecovery or specialized applications (for example, CSC FirstDoc, QUMAS, rendition services from Liquent or adlib, full-text indexing like FAST or Xplore), while focusing on providing support for systems in environments relevant to GxP.
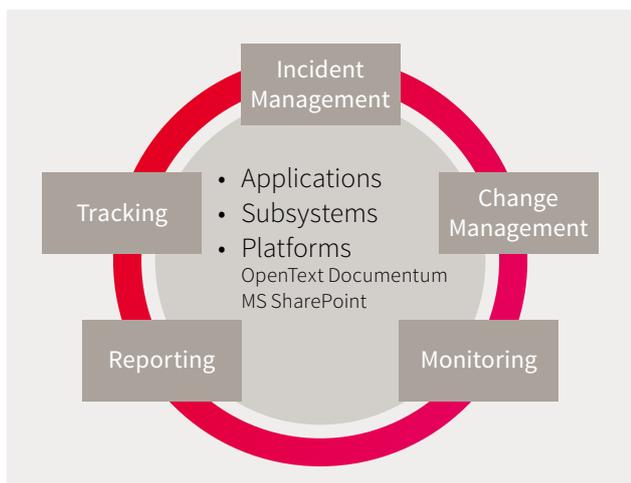
Benefits

- Improved IT processes and increased efficiency
- Increased service availability and quality
- Reduced IT costs
- Greater transparency in IT processes
- Improved reporting and control of support measures

Our Offer: Service Level Agreement

Utilizing SLAs has long been the standard in many companies in IT outsourcing and/or moreover out-tasking. SLA components may or may not include the overall range of services, the service provider/recipient, availability of services, response times and processing speeds, quality standards, maintenance, monitoring

and reporting, pricing, and/or the contract terms. If necessary, these components are then adapted and contractually defined to suit the business requirements and current market conditions. Here, you can define,

for example, the time periods in which support or maintenance services are to be provided and/or the level of availability that is to be guaranteed for specific IT components.

Based on the principles of modular design, you can specify, as required, the systems and applications for which external support is to be provided and what tasks you can manage yourself. KPIs enable you to specify your quantitative and qualitative needs and to design custom agreements. SLAs focus on recurring services with the aim of making the control options transparent to both the customer and the service provider.

Service level agreement

Service Level Agreements (SLAs) make it possible to measure services (»If you can measure it, you can manage it«).

Measurement Criteria

- Response time
- Processing time
- Availability
- Quantity/number of tickets

Around-The-Clock Service And Support

fme is globally active and has been supporting companies from the life sciences industry around the world for many years now. Depending on the service contract,

fme provides in-house or external services. In addition, fme has cost-saving nearshore teams at its site in Cluj, Romania, as well as an office in the United States. Thanks to these experienced teams, we can offer you service and support practically around the clock.

We look forward to accepting your challenge!
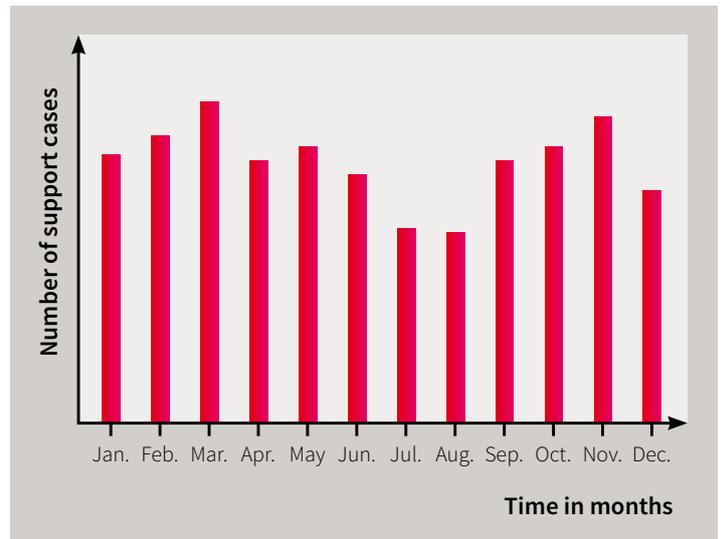
Measuring services using service level agreements

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