# Enterprise Content Services

## KNOWLEDGE

- Experts in Industry & Departmental Best Practices

- Proven Project Management Methodologies

- Thorough Analysis & Process Improvement Pedigree

## TOOLS

- Industry-leading Content Services, IDC & RPA Technology

- Proprietary Integration & Development Framework

- Best-in-class Customer Support Infrastructure

## TALENT

- Industry & Product Certified Personnel

- Decades of Consultative Solutions Experience

- World-class Technical Architects & Engineers

## Trusted Partners in Intelligent Process Automation

### Smart solutions. Smarter partnerships.

Enterprise Content Services (also known as Enterprise Content Management, ECM) from Initium SoftWorks (ISW) ensures your technology investments are exceeding your expectations and adding value across the enterprise.

By partnering with ISW, you can rely on the trust and expertise of our team to build a comprehensive Content Management and Process Automation strategy. We seek to understand your organizational objectives and align your technology investments with business requirements, best practices, and budget.

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**MAXIMIZE ROI** — **QUICK WINS & LONG-TERM GAINS**
We reduce operating costs by identifying opportunities for process improvement with tools you already own. We also offer strategies to further improve efficiency, productivity, and profits across the enterprise.

**REDUCE RISK** — **MAKE AUDITS EASY**
We identify and mitigate any risk and compliance issues to which your organization may be exposed...such as comparing your records retention and/or content compliance policies with industry best practices. Services also extend to systems, servers, and Disaster Recovery/High Availability consulting.

**PROMOTE GROWTH** — **BUILD SYSTEMS TO SCALE**
We ensure that your Content Services strategy includes a roadmap that charts the growth of your solution as your business grows and your requirements across the enterprise evolve.

**ALIGN OBJECTIVES** — **MATCH TECHNOLOGY WITH BUSINESS GOALS**
We make sure that executives, end-users, and IT personnel are on the same page by demonstrating ways to consolidate infrastructure while increasing business value.

## ISW | Initium SoftWorks

# Evaluate, Optimize & Extend Your Technology Investments

Our Professional Services team has established models, tools, templates, and techniques to efficiently evaluate and implement a host of service offerings in institutions of all sizes and across a number of vertical markets.

By engaging our Content Services experts, your organization gains access to knowledge of current trends, research, and methodologies in content management.

## SERVICE OFFERINGS:

- Requirements Analysis
- Executive & End-user Interviews
- System Review & Reporting
- Performance & Capacity Review Reporting
- Application Up-time Monitoring
- Outsourced/On-Demand Content Services System Administration
- Premium Support / Managed Services
- Process Intelligence & Analytics
- Import Processing
- Workflow Design & Configuration
- Report Building
- Disaster Recovery Planning
- Custom Software Development
- Staff Augmentation
- Robotic Process Automation (RPA)

### ASSESS

We offer a comprehensive audit and analysis of your current system by gathering requirements from key personnel, analyzing existing product functionality, and mapping business processes, workflows, and integrations.

### PLAN

After completing a system health assessment, our team of Content Services consultants provides a report of findings and after recommendations for short-, medium-, and long-term success.

### IMPLEMENT

Upon agreement of project approach, our team of experienced project managers and solutions engineers will design, build, configure, and/or migrate the proposed solution.

### SUPPORT

From routine maintenance to recovery from business interruption, our support team will ensure that your Content Services implementation is operating at peek performance.

### TRAIN

Interactive training opportunities (on-site/off-site) ensure that business and technical users understand and utilize the latest features, functionality, and best practices.

## CONSULTING & ADVISORY SERVICES INCLUDE:

- Document Imaging
- Paperless Initiatives
- eForms & eSignatures
- Case Management
- Enterprise Architecture

- Taxonomy & File Structure
- Application Integration & Development
- Enterprise Technology Alignment
- Records Management & Records Retention
- Workflow Automation & RPA

## SUPPORTED IDC, CONTENT SERVICES, WORKFLOW & RPA TECHNOLOGIES

**ABBYY®** Certified Partner

**DocuWare** AUTHORIZED PARTNER

**lectroNeek** Authorized Managed Service Provider

**OnBase** by Hyland Authorized Solution Provider

**INITIUM SOFTWORKS** provides technology and services that simplify, streamline, and automate core business processes. With **OVER 30 YEARS OF EXPERIENCE** helping clients to better manage documents and data, we offer the knowledge, tools, and talent to improve productivity and profits at your organization.

↰ **Request a consultation**