

eRoom Support: Insure Your Investment

As an existing eRoom user you will currently enjoy the benefits of the product support service provided by EMC. This standard support provides assistance with installation and operation of your eRoom software and help resolving problems that are inconsistent with documented behavior.

However this will not provide your business with adequate support if your eRoom system has been customized or is used out of normal business hours.

In order to ensure your business is appropriately supported and to insure your investment in eRoom, Chapter26 offer a specific eRoom support service that complements the standard product support provided by EMC.

The Chapter26 eRoom support service draws on our considerable experience of designing, implementing and managing eRoom systems and provides enhanced value in the following areas:-

- **Single named point of contact**
- **SLA driven response to eRoom customization issues**
- **Flexible support approach to match your business drivers**
- **Proactive advice on planning for new product releases**
- **Regular eRoom health checks usage statistics**



By investing in a Chapter26 eRoom support iSolution you also have simplified access to the largest and most experienced pool of eRoom consultants in Europe. This will help you to provide an eRoom environment that is responsive to the needs of the whole eRoom community.

Business Benefits

The Chapter26 eRoom support offering delivers a number of real business benefits:-

- **Single, named, point of contact** – A named support contact will be provided, together with a named alternative. Your Chapter26 support contact can assist you in problem determination and can act as an interface to the product support provided by EMC. This means that you do not need to grow any significant internal eRoom expertise.
- **SLA driven response to application issues** – Chapter26 is able to provide call priority driven SLAs for all support calls.
- **Flexible support approach to match your business drivers** – Our support contracts can be tailored to meet your specific business drivers. If you have a critical project that is running for the next 3 months you may want to boost the support available for that period and then revert to a more standard level.
- **Proactive advice on planning for new product releases** – Proactive avoidance of issues is just as important as reactive management of issues. Through a Chapter26 support solution we are able to get close to your business cycles and needs and able to match these with the features being delivered by new product versions. We are also able to provide upgrade services that range from simple advice to full planning and implementation.
- **Regular eRoom health checks usage statistics** – Your eRoom system is a dynamic environment. To ensure that it is both resilient and responsive the Chapter26 support solution also includes regular health checks and usage statistics. In addition we are able to provide full system recoverability testing to validate the eRoom data recovery process should a disaster strike

eRoom Support: Insure Your Investment

Components

Chapter26 offer a selection of support components from which you are able to design your own support service. Each support iSolution can be constructed from some, or all, of the following components:-

1. Analysis of eRoom criticality
2. Audit of current eRoom environment and usage
3. Online call logging
4. SLA response proportionate to issue priority
5. Upgrade notification and planning
6. Upgrade implementation
7. Regular system usage reporting
8. Test of eRoom recoverability
9. Performance and capacity planning

Understanding Your Needs First

Prior to the finalization of any support contract it is vital to understand the scope of the support required and the criticality of the eRoom environment. Because eRoom is an application that can be administered almost entirely by business users many organizations do not fully understand the importance of the content stored. In addition eRoom usage tends to grow organically once introduced into a company.

Chapter26 will work with you to understand the level of criticality of the data held in eRoom and the extent of current and future usage. The output of this process has a significant effect on the nature of the support contract and the investment required.

The Chapter26 eRoom support iSolution has been designed to maximize flexibility. When designing the support service each of the above components can be considered on their own merits and included where appropriate.



Contact Chapter26

Chapter26 has delivered significant cost and efficiency benefits to major clients in the Finance, Manufacturing, Utilities & Pharmaceutical sectors. We are confident that we can bring similar benefits to your organisation and would welcome the opportunity for an early discussion.

For more information on an eRoom support and other business solutions please contact:

Mark.ward@chapter26.com