

# Empowerment. ■ Greater efficiency. ■ Enhanced performance. ■

Our collaborative approach to implementation management provides consistency, stability and peace of mind.

**TEAM has distinctive expertise in the ECM area and is a preferred partner of Oracle (previously Stellent).**

The TEAM Data Center provides the focal point for collaborative projects - involving TEAM and customer staff. The data center facilitates a remote delivery model in which project contributors can work in multiple locations to optimize effectiveness and efficiency.

In addition to initial development and deployment services, TEAM offers ongoing support services to accommodate ongoing needs and support of the ECM system. TEAM is experienced with contemporary technologies such as .NET and Java and also works with legacy environments including Microsoft and others.

TEAM has expanded its offerings from project-based implementation services to include process-oriented support solutions. As we complete projects, many of our customers sign up for ongoing support services to assist with the care of deployed production systems. Such services from TEAM augment the skills and capacity of the customer's own staff; thus proving the vendor support contracts to be very successful.

TEAM support programs offer a broad spectrum of services ranging from access to a team of highly skilled resources to direct access to an assigned expert on the customer's specific deployment. Additionally, customers can incorporate customization support and application administrative services into a comprehensive implementation support solution.

# TEAM Enterprise Support Program

TEAM offers unique support services to complement and provide added value beyond standard vendor support packages. Each Enterprise Support level of service; Silver, Gold or Platinum, builds upon the previous level to provide an expanding set of services to meet varying business needs.

## Enterprise Support *Silver*

The TEAM Enterprise Support Silver solution provides the foundational services upon which the additional levels of service. This support tier establishes access to a team of highly skilled solution support resources.

- Personal touch to service delivery
- Direct access to Support Resources
- Automated escalation management
- Engagement of Vendor Services

## Enterprise Support *Gold*

In addition to the services provided with the Silver solution, the Enterprise Support Gold level of service includes an assigned support service expert (Technical Account Manager - TAM) as a focal point for all of your support service needs.

- Assigned Technical Account Manager (TAM)
  - Direct access to an expert on your specific implementation
  - Ensures prompt and consistent handling of reported issues
- Maintain an implementation architecture diagram consistent with updates, enhancement and configuration changes.

## Enterprise Support *Platinum*

In addition to the services provided with the Gold solution, the Enterprise Support Platinum level of service includes expanded coverage, annual reviews and solution validation services.

- Extended Coverage
  - 24/7 support for all Sev1 & Sev2 issues
- Annual implementation review
  - Review of all support activity
  - Proactive implementation "Health Check"
  - Application performance evaluation
- Application replication within the TEAM Data Center

## Additional Solution Services

To complement the Enterprise Support program, TEAM offers additional services to incorporate customizations or administrative services into a comprehensive implementation management solution.

### Customization Support

TEAM's Customization Support program provides extended support coverage for custom functionality, including components, web sites and integrations. Additionally, this solution includes bundled consulting services hours for enhancements, upgrades, web site development efforts and more.

### Administrative Services

TEAM's Administrative Services solution includes application patch management services, metadata and security model maintenance, application performance tuning, proactive error log monitoring, as well as the flexibility to incorporate additional services as needed.

## The team that gets the job done .

TEAM's years of experience with Enterprise Content Management means that we are truly the leader and your best choice for supporting your technology investment. As an Oracle Gold Partner, we have supported the rollout of the (then Stellent) Universal Content Management suite in over 200+ clients worldwide and supported expansion into the Asia-Pacific region.

In our ten years of experience with Universal Content Management, TEAM has worked with the largest and most sophisticated implementations of this technology. We take great pride in our work, and we take even greater pride in the satisfied clients with whom we enjoy a solid relationship.