

Our Support Services



**AND THE BEST
PERFORMER IN A
SUPPORTING ROLE IS...**



MAKING SURE YOU SHINE

Stars shine brightest in clear skies. So INFORMOTION's support services begin by finding and filling any resourcing, knowledge and skills gaps that may be holding you back. They may exist within your own organisation – or your chosen IT service provider. Whatever may be getting in the way, we identify that first and strip it away.

Then you can implement our proactive maintenance program, which helps to minimise system failures and critical down time. So you spend maximum time on the stage.

But to perform at your best, you need a well-supported and maintained Content Manager solution. Ours delivers against your business goals and helps reduce the overall cost of IT. Better still, we can fine tune it to support your particular needs – which means your people are far more likely to engage. And it will be their responsive alertness that will keep you on the path to peak productivity, efficiency and compliance.

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HOW WE INTERACT

Our entry-level support package gives you access to INFORMATION's support portal, facilitating collaboration and knowledge sharing between you, our support staff and consultants and other Content Manager users. It's a very strong platform.

You enjoy unlimited access to our service desk which includes email and telephone support delivered by local, expert staff who understand your Content Manager environment. Support tickets are categorised as urgent, high, normal or low priority with response times set accordingly. This delivers timely, optimal continuity of service.



CUSTOMISED SUPPORT

INFORMATION can provide structured technical and functional maintenance routines that are delivered on a basis and at a frequency designed to suit your specific needs. These keep your system healthy and take many of the mundane maintenance tasks away from your staff, freeing them up to engage in activities that deliver greater value to the business.

Technical System Maintenance

This service is a structured, routine exercise designed to provide you with a consistent understanding and measurement of your Content Manager system's performance, repository and database storage updates.

Key indicators of any pending performance concerns that require action will be documented and brought to your attention. This maintenance routine is chiefly provided to mitigate the risk of 'small', non-load bearing technical or system configuration issues expanding to the detriment of your Content Manager users or the overall stability of the system.

Technical maintenance includes checks on application and event logs, available disk space and event monitoring. Conducted by technically expert Content Manager consultants it's designed to complement your own IT resources or outsourced service provider – who may not have the requisite Content Manager skills.

We design to suit your specific needs

Functional Maintenance

Similarly structured and routinely conducted this service is designed to provide you with a consistent review of core elements of your Content Manager environment. It includes checks on; *unknown locations, word indexes, saved searches, document queues* and the provision of *statistical reports*. Operating as a vital support for your Records Management team the service can also act as a proxy if your records management resources are limited.

THE SUPREME PERFORMANCE

Of course there is always the option to expand our role beyond support services into the professional consulting services realm. INFORMOTION's experts can deliver functional and technical health check services, software upgrades, migration services, implementation and integration services.

We offer highly specialist services too, including the management of Machinery of Government changes and the integration of SharePoint/O365 with Content Manager.

Pick your package

All our packages are designed to help you maintain high performance standards. Pricing depends on the level of the support you choose and the frequency of delivery for the technical and functional maintenance routines selected. How far you want to go is up to you – and we can help you choose.

[Talk to us!](#)



PROFILE OF A PROFESSIONAL

INFORMATION is an innovative professional services organisation specialising in the design and implementation of modern information management, collaboration and governance systems. With solutions built on world class platforms like Micro Focus Content Manager (CM), Microsoft O365 and SharePoint, LiveTiles, Ephesoft Transact and EncompaaS we can help you map and execute your digital transformation strategy – on-premises, in the cloud or hybrid.

INFORMATION provides managed services for remote technical, and records management functional system checks. Hosted services are provided across: Azure, Optus Cloud, Private Cloud, the Government Data Centre and the eHealth platform.

**INFORMATION works
with customers across all
industry sectors**

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