

# Esker Professional Services

## maximizing your investment in information technology

From the planning stages until you go live with your Esker Fax solution, maximize your investment with affordable, expert analysis and superior technical assistance from Esker Professional Services. Esker's consulting team works with you to understand your business communication goals, and demonstrates how to best achieve (or exceed) them with automated document delivery. Esker Professional Services also offers in-depth product training, plus assistance with upgrades, migrations, integration with other solutions, and custom development. Give your IT team a break — let us do the work

### HELPING YOU ACHIEVE BUSINESS SUCCESS

Esker Professional Services has the technical expertise and practical experience to smoothly move your project from concept, to implementation, to knowledge transfer so you can quickly realize the business benefits of automated document delivery with Esker Fax. You can count on Esker Professional Services to:

- **Recognize** and recommend the best solution for your fax or document delivery problem
- **Speed implementation** of your Esker Fax solution — minimizing risk and maximizing ROI
- **Reduce implementation**, support and maintenance costs
- **Ensure** that your business **communication objectives** are met as stated in the agreed-upon project plan

### PROVEN PROJECT METHODOLOGY

Over the years, Esker Professional Services has developed a reliable 4-step process for successful Esker Fax implementation projects. This proven methodology includes solution planning and preparation, implementation, post-implementation, and education. Esker Professional Services will work with you to verify successful completion of each step, ensuring your project delivers the desired results.



#### 1. SOLUTION PLANNING AND PREPARATION

The first step in a successful Esker Fax implementation is a detailed assessment of your current fax-based business process, desired automation results, and technical infrastructure.

The result is a mutually agreed implementation plan with clear strategic objectives and success metrics. A detailed project specification is

developed that describes system integration requirements, installation plans, configuration settings, acceptance criteria, and knowledge transfer.

#### 2. IMPLEMENTATION

During this phase, Esker Professional Services installs and configures your Esker Fax solution based on the defined implementation plan. Implementation includes:

- Installation and configuration of fax server software and hardware
- Creation of fax routing and document-workflow rules
- Thorough acceptance testing ensuring all business objectives are met

#### 3. POST-IMPLEMENTATION

When implementation is complete, Esker Professional Services will provide a project sign-off document and activate your Esker Pro<sup>SM</sup> maintenance and support plan. Esker Professional Services will facilitate a smooth transition to the Esker Support organization, which will be available to you should you need assistance with your Esker Fax solution.

#### 4. EDUCATION

The ongoing long-term success of a solution is dependent on knowledge transfer from Esker's specialists to its customers. Esker Professional Services offers scheduled and customizable courses. Our courses are designed to help you get the most out of your Esker investment, get your implementation team up to speed quickly, and build your in-house expertise to continue driving your project's value over time.



#### For more information:

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