

## Experts on Demand

At Alitek we understand our customers face business challenges every day in maintaining and supporting their EIM infrastructure. Alitek Premium Services (APS) offers solutions to help alleviate and eliminate these obstacles.

Alitek’s APS service offering is designed to help you plan, maintain, and extend your existing EIM platform while giving you peace of mind in the ongoing stability of business-critical environments. Our team of experts have developed a series of tools and processes designed to keep your critical systems stable and performing well. By partnering with APS, our customers have solved many common challenges.

Common Challenges		The APS Solution
1	Difficult to source and maintain an internal team with all necessary skills to maintain stable systems	<ul style="list-style-type: none"> <li>✓ EIM experts who specialize in your existing technology and infrastructure</li> <li>✓ A trusted partner of OpenText, EMC and Microsoft for decades</li> <li>✓ Our resources average 15+ years of experience supporting EIM platforms</li> </ul>
2	Significant investments in enterprise systems, but not realizing the full potential of those investments	<ul style="list-style-type: none"> <li>✓ Strategic planning and value analysis of your current platform</li> <li>✓ Maintain your system by providing health checks, rapid response to technical issues and expert advice for general inquiries</li> </ul>
3	Spending too much time supporting and maintaining your system, and not enough time using it	<ul style="list-style-type: none"> <li>✓ Typically fix system issues without needing to escalate to the vendor</li> <li>✓ Handling all coordination of issue resolutions with software vendors if needed</li> </ul>
4	Users encounter system issues before IT knows about them	<ul style="list-style-type: none"> <li>✓ Pro-active level maintenance and system checks</li> <li>✓ Expert EIM agents quickly responding to you when needed</li> </ul>
5	Having a support plan that fits your individual needs and budget	<ul style="list-style-type: none"> <li>✓ Custom support plans for organizations of all sizes</li> <li>✓ Pricing based on the support options you choose</li> </ul>

## Base Package & Add-Ons

### BASE PACKAGE



### Add-ons

- ✦ System health check report
- ✦ Installation of patches
- ✦ Installation of minor version updates
- ✦ Hourly/daily/weekly/monthly system checks
- ✦ Weekly review calls
- ✦ Performance benchmark
- ✦ Performance/load testing
- ✦ Daily/weekly/monthly/quarterly index backups
- ✦ User management (adding/removing)
- ✦ Permissions management
- ✦ End user support
- ✦ Disaster recovery planning
- ✦ Functional user training
- ✦ Non-production system data refreshes
- ✦ Full configuration analysis & recommendations

Information.  
Integrity.  
Experience.