



# Documentum support

Maximise the benefits that your EMC<sup>2</sup> Documentum system brings to document management in your organisation by requesting a support package from Aptus Solutions.

# Documentum support that ensures optimal performance

Using Documentum to manage, share and control your documents and content is an IT investment that brings huge benefits to your organisation. Your Documentum installation can offer greater compliance, secure workflows, improved service delivery, cost savings, reduced document storage costs, enhanced knowledge sharing and increased productivity.

However, once deployed within your organisation, your Documentum installation may require a user support helpdesk and technical support for your IT team. Your organisation will also change and grow, which may require further training, support and increased interventions to keep your Documentum installation running smoothly.

That's why Aptus Solutions can deliver bespoke support for Documentum tailored to your specific needs. Our experienced and expert Documentum practitioners can help you overcome the technical, organisational and financial challenges of supporting your Documentum system.

We have been a Documentum specialist since 1997 and currently support over 10,000 Documentum users at over 30 installation sites worldwide. You can benefit from application support, infrastructure support and our user helpdesk scaled to the hours of coverage that you and your users need. We will agree service levels, procedures and preventative intervention schedules in advance, so there are no surprises or unexpected costs.

- Maximise the benefits of your EMC<sup>2</sup> Documentum system
- Quickly and effectively identify and deal with users' issues, providing sustainable fixes
- Benefit from comprehensive and expert support delivered by an organisation that has been a Documentum specialist since 1997
- Take advantage of Aptus Solutions' expertise gained from supporting over 10,000 Documentum users in more than 30 locations worldwide
- Enjoy a support package that perfectly suits your needs

Features	Benefits
<ul style="list-style-type: none"><li>• Sustains optimal performance of your Documentum installation</li><li>• Support services tailored to your needs</li><li>• Allows your colleagues to utilise the full functionality of Documentum</li><li>• Access to Documentum technical experts and experienced developers</li><li>• Support and helpdesk hours scaled to the needs of your organisation</li><li>• Outsourced helpdesk and technical support</li></ul>	<ul style="list-style-type: none"><li>• Productivity gains through improved utilisation of the software</li><li>• Cost savings and efficiencies</li><li>• Access to experts without the overheads</li><li>• Enhanced organisational capabilities</li><li>• Compliance with contractual and regulatory requirements</li><li>• Reduced IT system downtime caused by unplanned interventions</li><li>• Greater return on IT investment</li><li>• No additional skills or increased headcount</li><li>• Access to the latest Documentum functionality enhancements</li></ul>

## Documentum support capabilities

<b>Documentum experts with deep product knowledge</b>	Our long association with Documentum means we have encountered and overcome a huge range of support challenges; we can bring this deep product knowledge to bear on the support of your Documentum system.
<b>Close links between Documentum development and consultancy teams</b>	We don't just support Documentum: we also create customised installations and complete IT consultancy projects. Documentum product knowledge is shared between our consultancy and development and support teams on an ongoing basis.
<b>Helpdesk support scaled to your requirements</b>	We adopt a flexible approach to helpdesk support. Your organisation and its users are unique, so we will tailor a support package with the training, hours and level of support that your users need.
<b>Technical support tailored to your in-house capabilities</b>	Our Documentum technical specialists can offer your IT team as much or as little technical support as they need. We can provide access to high-level Documentum expertise but without the fixed cost of employing your own Documentum specialist.
<b>Planned interventions that fix issues before they become problems</b>	Because we have an extensive existing support infrastructure in place, we can identify and fix issues in your Documentum deployment before they become problems.
<b>Documentum specialists since 1997</b>	Aptus Solutions has been a Documentum specialist since 1997. That means we have over fifteen years of experience successfully installing, supporting and maintaining Documentum deployments.
<b>Established support infrastructure</b>	We currently support 10,000 Documentum users in over 30 locations worldwide. This means we already have the capacity in place to deliver the support your organisation requires.

**To find out how bespoke Documentum support puts document management control back in your hands, contact us now:**

**+44 (0)207 960 4800**

**[sales@aptus.co.uk](mailto:sales@aptus.co.uk)**

## About Aptus Solutions

Aptus Solutions is a document management software specialist. Since 1997 we have delivered document and data management solutions to help organisations effectively and efficiently manage their information. Aptus Solutions provides enhanced information management solutions powered by best of breed software vendors, including EMC<sup>2</sup>, Microsoft, SAP and IBM.

When we launched Aptus Solutions, document management software was only used by the largest of organisations and we worked as consultants to deliver each company's desired outcome from it. From our earliest days, we have also drawn on our experience to developing a suite of leading software products, shortening the consultancy engagement and placing the fruits of our considerable expertise in the hands of any enterprise.

If your organisation has unique needs that require a bespoke solution, we can deliver one. We can also supply off-the-shelf applications to accelerate bespoke solution development and keep costs down. Or we can offer a complete application that embodies document management best practice in a mature, proven, reliable and high-value application, which you can easily install and configure for yourself.

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**Call +44 (0)207 960 4800**

**or email [sales@aptus.co.uk](mailto:sales@aptus.co.uk)**

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## Aptus Solutions Partners



Aptus Solutions Ltd, 9 Chancel Street, London SE1 0UR, United Kingdom  
Tel: +44 (0)207 960 4800 | Email: [sales@aptus.co.uk](mailto:sales@aptus.co.uk) | Web: [www.aptus.co.uk](http://www.aptus.co.uk)