

Bespoke support and maintenance for Documentum

Ever increasing amounts of structured and unstructured data, consistent and high quality information, team collaboration and managed workflows, compliance with regulatory requirements... these all represent business challenges that you have addressed by deploying Documentum.

You now have the challenge of supporting and maintaining your customised Documentum applications. Aptus' experience with delivering Documentum support can help you address the challenges and make the most of your Documentum application.

The support challenge

In common with other enterprise solutions, supporting Documentum based applications poses challenges of a technical, organisational and financial nature.

The technical challenges spring from the fact that Documentum is a large and complex software suite that in turn depends on multiple components in the Documentum "stack" (databases, storage systems, web servers, monitoring systems, security facilities etc.). When Documentum resides on high-availability infrastructure different from the rest of your IT infrastructure, additional support and maintenance issues have to be addressed.

Specific customisations and integration constitute the layer that makes Documentum fit your business processes, but from a support perspective they represent another element of complexity.

Organisational challenges spring from the scarcity of people with Documentum skills. Good support operatives should have deep Documentum knowledge as well as thorough IT experience enabling them to deal with the full system and components on which it depends. Even when the right resources are available, staff may prefer the architecting




and development phases but balk at support and maintenance.

Financially, the fact that Documentum resources are scarce also means that they come at a higher cost. For large deployments of Documentum the cost may become prohibitive while departmental deployments typically suffer poor economies of scale. The cost of maintaining a support desk with sufficient cover becomes disproportionate compared with other systems.

If the technical, organisational and financial challenges are not successfully overcome, return on investment may suffer as take-up of the system may not reach the levels that justify the business case. What is needed is a pro-active approach where the support function is designed to fit your business requirements and make a real difference towards smooth operation and satisfied users.

A Design for Documentum support

Aptus recommends putting structures in place to ensure that:

-  Your application is supportable from a technical viewpoint
-  There is a good organisational fit with the support function
-  There is a proven business case to address the financial aspects of providing support

Support is best established on a foundation of ongoing technical maintenance. Ensure that all components of the Documentum infrastructure are kept up to date and that versions are compatible and certified, and so reduce obvious problem hotspots. Carrying out a technical audit is usually a good starting point.

Mine your support logs and get feedback from users to identify the top 10 issues in users' minds. Then fix them. Pay special attention to security, scalability and system performance.

Leverage your support organisation and see to it that they are consulted and briefed of new features planned for future releases. Use your support resource for pre-release testing: Not only do you get the benefit of having some of the most experienced users test the system, this is also a quick way for the support operatives to familiarise themselves with new functionality.

If future roles for Documentum support staff are scarce, rely on partners where support is a natural part of the career path.

By maintaining a well-supported and performant system, users can conduct their work processes efficiently and with minimum disruption. This way, the system will deliver the ROI estimated in the business case.

Bespoke Documentum support is a core Aptus service

Aptus has provided support of clients' Documentum-based applications since the inception of the company. Support has developed to become a core service: Aptus is currently supporting more than 10,000 users in more than 30 locations around the globe.

Aptus recognises that every organisation has a different need for Documentum application support and maintenance. We offer a range of frameworks for support that we adapt to the requirements of each of our clients. This includes application support, infrastructure support and User Help Desk, scaled to the hours of coverage that our clients need. Our dedicated support operatives all have broad IT knowledge coupled with deep Documentum knowledge and customer facing skills. Our support desk is physically located within easy reach of a Documentum software development organisation.

Experience with all layers of the Documentum "stack" is a key enabler of problem solving. Besides Documentum and

its allied technologies, Aptus can help troubleshoot platforms, databases, networks, tools, security, policies and process. We are used to working with our clients' internal and external infrastructure support teams to provide a complete and integrated service to users.

Partnering with Aptus for Documentum support starts with scope definition and a brief support audit. This defines requirements and allows Aptus to suggest a customised service based on Aptus's range of support packages. We will agree hours of cover, SLAs, procedures, maintenance tasks etc. At any stage, you can access our web based help desk system to see status of queries and details of issue resolution. We will meet with you on a regular basis to review performance and execute on our commitment to continuous improvement.

Aptus also offers the support audit as a separate service providing you with a support "health check" with recommendations for improvements and further investigation. The support audit is performed over two days by an experienced Documentum consultant and involves no further obligation on your part.

Contact Aptus to discuss how to meet the Documentum support challenge.

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