

Professional Services for eDOCS DM

Two decades of experience with eDOCS DM from OpenText and Microsoft gives us the confidence and competence we can offer you.

Support & Service in- and out-side eDOCS DM specifics

The surname Partners we literally take seriously. We link OpenText technology and the customers' business demand. From this position, we are able to provide help from simple configuration to game changing system designs and solutions.

Solution Development

A perceptive approach built on the SCRUM method provides the base for agility and innovation in our services as well as in system development. This experience cleared the way for development of a number of supplementary add-on applications called "The Managers for eDOCS".

A partner who will fight for success in your business

We consider ourselves an independent system and solution developer and rest assure we will strive for

Certified consultant with two decades experience

The consulting staff have passed the recent Exam for certification and will continue to be updated on any elements of the product. Focus is to deliver our competence and innovation to support the eDOCS community.

OPENTEXT™

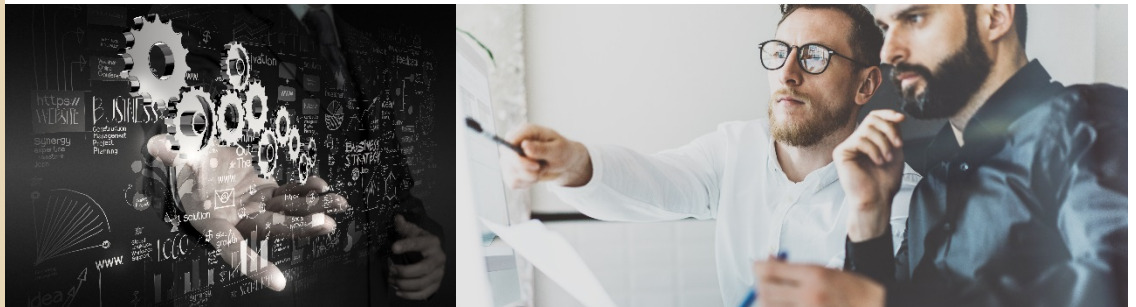
CERTIFIED | ADMINISTRATOR
eDOCS DM 16

International availability

Our services and support have been used from Europe to USA and all the way to Asia. The information highway is our road map and we see no boundaries in the option to provide our competence on eDOCS and innovative solutions to any corner of the world.

Fluent in English writing and speech.





“Engineers - we need more engineers!”
Cried the customer.

“We have engineers...!”
Said we.

Easy steps to get started

Call or email us for an initial dialog on a specific project or a problem causing pain.

1. Single support issue

Time based specified fee with no strings attached. Just simple and easy case-by-case support.

2. Regular support agreement

Repetitive support issues solved and a quarterly status meeting with communication about ongoing support issues and case progress. Time based fee with specified individual Service Level Agreement.

3. Strategic partnership

Strategic partnering on long terms basis. High level of communication, in depth exchange of ideas for common goal of success. Access to support and system competence based on specified Service Level Agreement with optional system monitoring and reporting.

Service and Support examples

- Online remote support session
- System Documentation update
- Web meetings with in depth problem and solution explanation
- System test
- System update planning, assessment and preparation

Action and coordination

We respect your working relationship with any other IT company or partner. Nevertheless, please do not rule out the opportunity to get good solution suggestions to either support issues or an alternative solution design. We deliver additional functionality developed with great technical innovation and always with the customers' demands in perspective.

Email: jfr@miranda.dk

