

WorldView Integration-PLUS

Integration-PLUS is your guarantee of complete satisfaction when you entrust WorldView to your document management needs.

At WorldView, Ltd. we believe that a successful document management solution is not built on software alone, but with a combined effort that includes quality service through consultation, tailored solutions, and support to meet your business needs. With this standard of service, our document management experts are committed to understanding your business processes, the challenges you face, and the goals you wish to achieve.

We call this belief in our standard of service, Integration-PLUS. Integration-PLUS is your guarantee of complete satisfaction when you entrust WorldView to your document management needs.

Installing a document management solution is a complex undertaking. WorldView's Account Executives and Installation and Support Specialists are document management experts and have a track record of success, across multiple industries, helping clients to increase office productivity. Each WorldView employee possesses the knowledge, the training and the real-world experience to ensure that your document management solution is in tune with your unique business needs, and that it is executed quickly, easily and cost-effectively. Members on our Installation and Support Team are available 24/7 and are Certified Document Imaging Architects (CDIA), OnBase® Certified Installers and Kofax® Certified Solution Providers – trained professionals in the document management field. >

WorldView's team of document management experts is dedicated to providing you with quality consultation, installation, training, and ongoing service and support to ensure your document needs and expectations are not only met, but exceeded.



Put documents in their place.

WorldView's Five-Step Process to Integration-PLUS:

Pre-Partner Analysis – During the Pre-Partner Analysis we conduct a complimentary, on-site consultation to analyze and assess your business processes and procedures. At this day-long consultation, WorldView's document management experts collaborate with your employees to evaluate the types of documents used, and the job functions performed, during their daily business activities. This consultation can be specific to any department or directed towards your entire enterprise.

After analyzing the information collected during the consultation, we will recommend a document management solution based on our findings. By examining the challenges you face, with the types and ways your employees use information, our document management experts can determine the best solution to make your business more productive.

Integration Analysis - During the Integration Analysis we work with your staff to finalize your document types, document groups, keyword indexing requirements and image capture requirements. An integration plan and timeline is developed. Most of our clients have found their time investment during the entire Integration process to be just a couple of hours.

Implementation - During the Implementation process, we build your document management database, document type and group configurations, keyword indexes, and module configurations. If required, we will also install image capture hardware and software.

Integration Training - Integration Training is usually conducted online via webinar sessions. Your employees will be trained on your WorldView document management system using your company's actual documents.

Ongoing Service and Support - At WorldView, we believe that business relationships are built with personalized service. With our unlimited, Ongoing Service and Support you can be assured that our document management experts will take a proactive approach to supporting your business and servicing your needs. WorldView's Ongoing Service and Support phase includes:

- **Productivity Consultation** – Your Installation and Support Specialist acts as your office productivity consultant. He or she will proactively follow-up to make sure you are satisfied with your document management solution and assist you if other office productivity concerns arise.
- **Data Verification** - Installation and Support Specialists monitor your documents daily to ensure they are processed correctly and securely stored into your WorldView document management system.
- **Maintenance** - Installation and Support Specialists install operating system and server upgrades, add new document types, set up new user groups and configure new module settings at no additional charge.
- **System Backup** - Database and data files are backed up nightly, once per week, and then a full system backup is conducted monthly and stored at a secure, off-site location. Seven copies of your documents are archived on an ongoing monthly basis.