

Professional Services & Cost-Effective Support Solutions

Meeting your complex needs with innovative solutions and services.

Always ready to meet your imaging or information management challenge, the CSC Professional Services Group thrives on providing cost-effective solutions to complex needs and non-traditional applications. Our experience across all industry segments, coupled with diverse solution offerings, assures that you won't be forced into a "one size fits all" approach. Some of the many services offered by our Professional Services Group include:

- Consulting
- Implementation
- Training
- Custom Development
- System and Project Management
- Technical Support
- Legacy Conversion Services

CDIA™ Certified Staff

Through CDIA certification and extensive internal training, our sales and technical support staff continually add to their knowledge and understanding of input, storage, communications, display, output, management, analysis, integration, source-document handling and computing environments.

CompTIA's CDIA (Certified Document Imaging Architect) certification is an internationally recognized credential in the document imaging industry. CDIA is a trademark of CompTIA.

With experience and reliability, CSC's Professional Services Group offers the best available solutions to match your requirements.

The right document imaging solution or conversion service can enable your organization to save time and money, improve communications, strengthen business relationships and increase revenues. The right solution should also provide for scalability to meet future requirements, an important consideration for today's rapidly changing technology.

The wrong system can cripple your efforts to improve operations and become a costly, time consuming experience. Working with your best interests every step of the way, our Professional Services Group is committed toward offering you the "best solution" for your needs. Our experienced staff will thoroughly demonstrate and explain the available options and ROI value of our proposals.

Professional Services Benefits:

- Cost-effective imaging and workflow solutions specifically designed for your business process
- Use of the latest and proven technology tools
- On or off-site systems management flexibility
- On-site training and ongoing support, assuring system success and employee readiness
- Scalable solutions – able to grow with your future needs
- Extensive experience in conversion of legacy document files
- Knowledgeable, CDIA certified support staff

"Your services have given us in-house control...

Best of all, you made the conversion from an older document imaging system seem transparent and painless."

*Dave Boss, General Supervisor
Delphi Automotive*

Visit our web site at
www.csc-groupinfo.com

The CSC Group
Improving Your Information Assets.

Impacting Your Business With Improved Management of Information Assets Through Innovative, Cost-Effective Solutions.

The CSC Group, through its VuCom and IMT Divisions, offers a unique approach to today's information management challenges. After reviewing your business environment, workflow, goals and unique requirements, CSC will survey its technology partners and other nationally recognized industry leaders to assess the "best of breed" solutions. The Professional Services Group will then construct a project plan and proposal for your review. Some of the many competencies that the team will draw from and include in the project plan are:

Consulting

Business process review, workflow analysis and systems design help us to provide you with an initial survey of the appropriate long-term solutions available, as well as recommendations for obtaining immediate impact. The length of the engagement is client and project specific.

Implementation

Assistance is offered for document imaging, COLD/COOL and workflow systems. It is typically offered in two forms. The first is to meet the necessary requirements for implementing a proposed CSC solution. The second offering is for those clients who require additional help when appropriate in-house resources are not available – or if the implementation cycle requires acceleration. This can help you take advantage of anticipated benefits much sooner.

Systems Management

The fastest growing and most successful program being provided by the Professional Services Group is systems management. This unique approach allows the customer to take full advantage of a total system implementation without the initial setup costs. A solution can be designed to fulfill your requirements and can include document imaging, COLD/COOL or workflow. All elements of the systems management solution (software licensing, implementation, training, system support and maintenance) are included in a single monthly fee. This provides maximum flexibility and eliminates the need for capital investment. An ROI can often be realized in just a few months.

Training

Offered for all system types and solutions, CSC provides the necessary training to confirm your system is fully functional and that users are capable of supporting and achieving the desired results.

Custom Development

With your ever-changing business needs, the name of the game is innovation. No matter how hard you try to find the perfect solution, there is always something that needs to be modified to fit your application. CSC's Professional Services Group can provide the changes you need to customize your imaging or COLD system, giving you that "something extra" you need to gain a competitive edge.

Project Management

As part of an extension to Consulting and Implementation, CSC offers Project Management Services. This offering assures that milestones and deadlines are met, and the desired results are achieved. Proven techniques for cost control and timeline development are applied to all projects.

Technical Support

All CSC system solutions include a software maintenance and support component. Phone support is provided to help customers achieve maximum up-time and establishes an extra level of comfort for the end-user. Additional technical support packages can be contracted based on other requirements.

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