

# TOWER Software Professional Services

## Transforming your requirements into successful solution

Deploying an Enterprise Content Management (ECM) solution rapidly, cost effectively and to the satisfaction of all stakeholders is a major challenge for any organisation; business processes must be captured, change management considered, implementation plans developed and training programmes created that address the unique needs of both technical and business users.

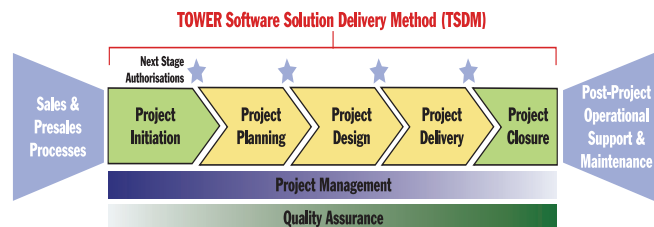
While it is often the ECM Software that commands the most attention during the evaluation phase, it is undoubtedly the supporting services that will dictate whether the final system is deemed by stakeholders to be a success. This is where TOWER Software Professional Services can help.

TOWER Software Professional Services offers high quality business, technical and education consulting services to ensure the delivery of exceptional ECM solutions to its customers with the minimum of financial and technical risk - irrespective of project complexity. By leveraging partnerships with world-class business consultancies, and its experience of successful large-scale projects, TOWER Software Professional Services provides stakeholders with the confidence that even the most challenging projects will be delivered on time and within budget.

The cornerstones of TOWER Software's holistic approach to service provision are: TOWER Software Solution Delivery Methodology, Full Services, Package Services, Business Blueprint and Education.

## TOWER Software Solution Delivery Methodology (TSDM)

The TOWER Software Solution Delivery Methodology (TSDM) is central to every project undertaken. It is a best-practice framework that encompasses and defines each stage of the solution delivery - from initial engagement through to project close - with a strong emphasis on structured project management principles such as PRINCE2.



## Full Services

For customers requiring a full-lifecycle engagement model for their TRIM Context Solution, Full Services provides end-to-end project delivery and management within the TSDM framework. It incorporates a series of requirements-gathering exercises, scoping exercises and solution design encompassing specific offerings available from the Package Services model.

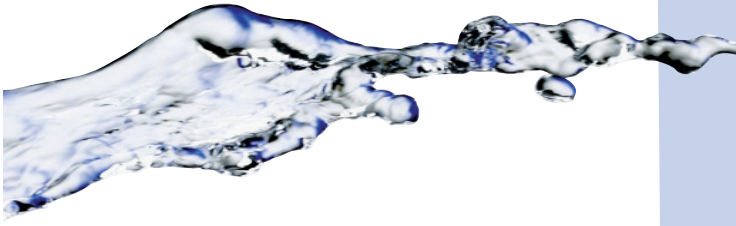
## Packaged Services

TOWER Software's Packaged Services is a flexible complement to Full Services and is especially beneficial to customers that do not require a full-life cycle engagement model. It offers well-defined services and software tools that address specific requirements such as upgrades, configuration, change management, data migration, etc. Each packaged service offers a fixed deliverable at a fixed price so that they are easy to understand, delivered within 30 days of project start and extremely low risk.

Example packages services include:

- Project Management
- Product Implementation Services
- Business Consultancy
- Education Services

For a complete list of packaged services please contact TOWER Software EMEA.



## Business Blueprint

Business Blueprint is an innovative service from TOWER Software that further reduces project risk; it utilises the electronic document and records management expertise of the Professional Services Group to help organisations set their ECM objectives, define their business requirements and processes as well as understand how these will map onto a TRIM Context Solution.

## Education Services

TOWER Software Professional Services does not just deliver TRIM Context solution to specification, it also helps stakeholders maximise their return on investment. TOWER Software Professional Services offers a wide range of educational programmes tailored to the needs of its customers and consulting partners allowing them to take full advantage of the extensive functionality available from TRIM Context. From introductory user training through to expert courses on implementation and administration, TOWER Software Professional Services will ensure a smooth transition to the live TRIM Context system and maximum productivity for all users.

## About TOWER Software

TOWER Software, a leading enterprise content management (ECM) provider, delivers electronic document and records management (EDRM) solutions. TOWER Software's award-winning solutions empower organisations to manage and secure their vital information assets. The TRIM Context® solution is a single, integrated platform that manages business information throughout its complete lifecycle. By relying on its proven domain expertise, strong strategic partnerships, and powerful solutions, TOWER Software enables organisations to improve the accuracy of information on which business decisions are made; maximise efficiency by finding business critical information more quickly and easily; and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage.

TOWER Software is a privately held company with operations in North America, Europe and Asia Pacific. For more information, email [emea@towersoft.co.uk](mailto:emea@towersoft.co.uk)

## Contact

TOWER Software Europe Middle East & Africa  
TOWER House  
Oaklands Park  
Wokingham  
Berkshire RG41 2FD  
United Kingdom  
Telephone: +44 (0) 118 977 1212  
E-mail: [emea@towersoft.co.uk](mailto:emea@towersoft.co.uk)



Let your Information Flow, Freely, Reliably, Securely  
[www.towersoft.com](http://www.towersoft.com)