

Metastorm BPM®

Remote Access Services



Extend Your IT Resources

Many organizations are faced with the challenge of making their Business Process Management (BPM) program more proactive and less reactive. Typical support options don't seem to fill this need, nor does adding internal IT staff. Wouldn't it be nice if you had a dedicated expert to contact whenever questions arise?

We know that you really want easy access to focused knowledge, on demand. That's why Metastorm offers our Remote Access Services.

Metastorm's Remote Access Services is a packaged set of consulting services to provide expert support for companies who are implementing and/or running Metastorm BPM in their production and test environments. This popular offering allows you to extend the effectiveness of your IT department staff and reach out to Metastorm experts—certified professionals with real-world experience who provide support in a timely and consistent manner. Our consultant fields your various questions related to implementation, remote production support, troubleshooting, and even hands-on development as required. He or she also conducts periodic reviews of your Metastorm BPM system. Support may also include the regular scheduling and attendance at weekly project status meetings as directed. The support centers on Metastorm BPM implementation consulting and will not overlap with support generally provided by our product help desk.

Support scope includes but is not limited to:

- Remote guidance for questions that occur that cannot be handled by your IT staff
- Assistance with general product support implementation questions and clarifications
- Mentoring for implementation details and general best-practices
- Custom development and scripting support as needed
- Proactive system reviews at regularly scheduled intervals to help ensure system stability

Highlights

Benefits

- Ongoing, technical Metastorm BPM support from a qualified and trained consultant
- Help when you need it, without hassle
- Remote support; no travel expenses involved
- Direct connection ensures speedy and efficient assistance
- Dedicated consultant maintains knowledge specific to your architecture
- Extend your IT department
- Get advice before making process design decisions
- Focus on strategic initiatives for your business
- Periodic checkups to discover potential issues early
- Receive expert, focused advice from a consultant that understands how to maximize BPM

Metastorm support is provided between 8:30 a.m. EST and 5:30 p.m. EST, Monday through Friday, excluding holidays. This does not include 24/7 production support, including nights and weekends.

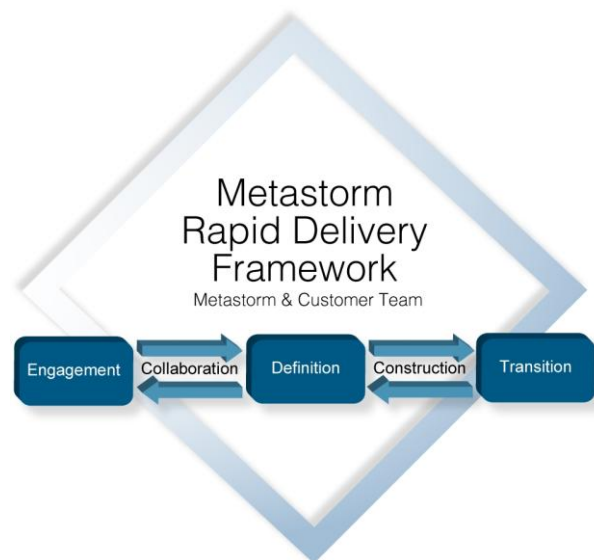
Calls can be placed directly to the Metastorm primary support engineer by one centralized contact at your location. One of your staff members will be designated as the conduit for questions into the Metastorm support resource. This helps avoid unneeded or unauthorized calls, which could cause support hours to be consumed without approval. It also provides a structured process for efficient support organization.

A key requirement for this offering is that a stable, remote connection to your supported computing environment is made available and maintained. In addition to allowing for periodic system checkups, remote access will allow our consultant to quickly investigate problems or questions when a support call is made. This is a huge factor in reducing potential downtime and resolving issues speedily, allowing your staff—problem solved and new knowledge in hand—to swiftly return their focus to your business needs.

Proven Implementation Methodology

The Metastorm Rapid Delivery Framework (RDF) is a robust and adaptable approach to rapidly deploying your BPM and Integration initiatives. Developed and continuously enhanced by the industry experts of the Metastorm Professional Services team, the best practice delivery methodologies of the Metastorm RDF help you increase speed to value and establish a solid foundation for on-going process and system improvements by fully leveraging the depth of capabilities and flexibility offered in the Metastorm BPM and Metastorm Integration Manager software solutions.

With a strong customer focus and emphasis on collaboration, the Metastorm RDF helps ensure your implementation is easily understood and embraced. The five phases of the Metastorm RDF include:



- **Engagement** – project discovery and initiation
- **Collaboration** – communication of requirements, initial prototyping
- **Definition** – detailed solution and architecture design, enhancement of prototype to convert to development model
- **Construction** – enhancement of development model to convert to complete application, project team testing
- **Transition** – customer QA and user acceptance testing, deployment activities

Throughout the entire engagement, you maintain full project visibility and participation, allowing checkpoints and milestones to be easily tracked and measured by everyone involved. The Metastorm RDF approach to implementation perfectly complements the Metastorm Enterprise™ portfolio of solutions, enables the transfer of knowledge and skills to your team, and helps you achieve a rapid and successful solution roll-out that delivers immediate results.

Why Metastorm?

Metastorm and our integrated support network have the experience and resources necessary for successful planning, enterprise integration, customization, project management, technical support and education to help you get the most out of your Metastorm BPM and Metastorm Integration Manager investment. We offer the right combination of the industry's top people and solutions to help you meet your business objectives. Metastorm Professional Services deliver:

- Expert consultants who understand BPM and integration strategy, technology and business process challenges in your industry
- Proficient trainers experienced in knowledge transfer
- Superior customer support for immediate response and results
- Diverse partner access to complement the Metastorm team

Metastorm is committed to your success and to building a long-lasting relationship that helps you realize a strong return from your investment – both now and into the future. Let our Professional Services team help you take full advantage of Metastorm technology by analyzing your business and system processes, identifying issues, and transforming them into efficient Metastorm processes.

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