

Metastorm Integration Manager Upgrade Assessment



Unlocking the Value of Your Implementation

As you upgrade your organization's Metastorm Integration Manager (MIM) implementation, there are many questions to consider. For instance, what kind of resources will it require? What software, hardware and infrastructure changes might be needed? Is there a chance that it will disrupt the flow of information or business? An Upgrade Assessment from Metastorm will provide important input to support your success.

The Metastorm Professional Services team is well equipped to lead your company through this process. In addition to the valuable experience of our consultants and the worldwide technical team supporting them, Metastorm will use a set of well-designed and integrated discovery and evaluation processes to help unlock additional value from your existing MIM implementation. It will provide you with a proven approach to guide the upcoming upgrade project.

Each Upgrade Assessment can be customized, and Metastorm consultants will work with your project team to whatever degree you desire or require. Some customers prefer an advisory role, while others prefer Metastorm to provide project management, as well as seasoned consultants to assist with the actual upgrade procedure.

An Upgrade Assessment can include any or all of the following:

- Upgrade Initial Assessment - Usually a day or two to familiarize our consultant(s) with the customer environment and challenges in upgrading. Architectural reviews and proposals for future architecture are presented. Specific benefits of an upgrade are identified.
- Upgrade Project Planning – Assist in the development of a project plan including resources, tasks, and estimates.
- Upgrade Project Management – Manage the project plan schedule and ensure the upgrade stays on track.
- Upgrade Risk Assessment – Identify specific risks that need to be managed or addressed. Risk/benefit analysis is performed to ensure a smooth transition.

Highlights

Benefits

- Plan your upgrade with precision
- Receive expert help from the company that understands change management challenges unique to Integration
- Determine benefits of new features and functionality
- Have an understanding of the scope, cost and timeline the upgrade will require
- Identify and measure resources necessary for a seamless transition
- Remove potential roadblocks before they are encountered
- Minimize disruption and risk, and determine user readiness
- Feel confident with a customized upgrade strategy
- Focus on your business while we plan and document the steps
- Gain from successful planning, enterprise integration, customization, project management, technical support and education

- Upgrade conversion assistance – Expert hands-on consultants perform upgrade installations, XMScript conversions, and execute migration scripts to upgrade any and all artifacts. Any customizations to the base product set can also be provided.
- Post-upgrade review and support – Ensure that the upgrade benefits are being realized. Performance improvements occasionally need to be exploited properly to take advantage of them. Metastorm consultants can also provide remote support to monitor the upgraded environment and ensure that the transition is a seamless one for end users.

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 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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