

# AVEPOINT CLIENT SERVICES

AvePoint’s Client Services teams provide world-class business and technical experts required to fully maximize your enterprise-wide collaboration technology investments. AvePoint offers both fixed-cost quick start and custom consultative engagements aimed at driving more value from your business solutions and enterprise IT initiatives. In addition, AvePoint offers extensive sustainable adoption and training solutions to ensure your organization successfully reaps the benefits of your technology investments.

## QUICK START SERVICES

Quick Start Services equip you with the knowledge and assistance required to accelerate deployment of AvePoint and SharePoint solutions so you can quickly gain value from your investments. From analyzing and assessing your current data, to establishing and maintaining a best practice information architecture across on-premises, cloud, and hybrid environments, our experts will help you get the most out of your enterprise collaboration platform.

### Product Quick Start

<b>DocAve Quick Start</b>	<p>Reduce the time needed to deploy the DocAve software platform. AvePoint’s service engineers will install and configure DocAve in accordance with configuration and architecture standards that are aligned with your business and process requirements.</p>
<b>Governance Automation Quick Start</b>	<p>Accelerate deployment and end user adoption of Governance Automation. AvePoint will deploy and configure Governance Automation to meet organizational governance and policy standards. The Governance Automation Quick Start offering includes:</p> <ul style="list-style-type: none"> <li>• Installation and configuration of Governance Automation and related DocAve products</li> <li>• Workshop session to introduce key business, process and governance owners to the capabilities of Governance Automation</li> <li>• Configuration of governance service requests and associated policies</li> <li>• User training for Governance Automation administrators and business owners</li> </ul>
<b>Compliance Guardian Quick Start</b>	<p>Accelerate deployment of Compliance Guardian. AvePoint will deploy and configure Compliance Guardian to meet organizational compliance policies and regulation standards. The Compliance Guardian Quick Start offering includes:</p> <ul style="list-style-type: none"> <li>• Installation and configuration of Compliance Guardian</li> <li>• Workshop session to review, select and configure the test suites that will be implemented to meet with first wave of compliance policies</li> <li>• Execution and optimization of compliance guardian scans</li> </ul> <p>Training for Compliance Guardian administrators, covering installation, platform settings, and relevant modules</p>

## Migration Services

<p><b>Migration Quick Start</b></p>	<p>Fast track your migration project. With the Migration Quick Start, AvePoint migration experts guide you through the early stages of your migration project, ensuring your team is equipped to meet your migration project goals and overcome project complexities as they arise. The Migration Quick Start offering includes:</p> <ul style="list-style-type: none"> <li>• Best practice installation and configuration of DocAve Migrator</li> <li>• Migration training workshop</li> <li>• Migration plan design Execution of migration pilot, including recommended architecture changes</li> <li>• Access to a dedicated support engineer over a two-month period to help with any migration issues</li> </ul>
<p><b>Migration Assessment &amp; Roadmap</b></p>	<p>Gain best practice recommendations to ensure successful completion of your migration project with AvePoint’s Migration Assessment &amp; Roadmap service, including:</p> <ul style="list-style-type: none"> <li>• Comprehensive analysis of existing content and source environments using AvePoint’s Migration Discovery Tool</li> <li>• Roadmap of the recommended migration approach and required technical design for use by the migration project team</li> <li>• Execution of pilot migration</li> <li>• Customization analysis to help customers determine best course of action for legacy solutions</li> </ul>
<p><b>Migration Service</b></p>	<p>AvePoint’s Migration Service gives you direct access to AvePoint’s migration experts to minimize business disruption and decrease time-to-value for your new Office 365 or SharePoint 2013 implementation. AvePoint will provide end to end migration services for supported platform sources*, including:</p> <ul style="list-style-type: none"> <li>• Installation and configuration of DocAve software used to complete the service</li> <li>• Comprehensive analysis of existing content and environments using AvePoint’s Migration Discovery Tool</li> <li>• Migration strategy design and projected schedule</li> <li>• Execution of migration pilot</li> <li>• Execution of production migration</li> </ul> <p>*Supported Migration sources include: SharePoint 2007, SharePoint 2010, File Shares, eRooms, Exchange Public Folders, EMC Documentum, and LiveLink. Lotus Notes and Quickr require additional scoping.</p>

## SharePoint Services

<p><b>SharePoint 2013 Infrastructure Installation and Configuration</b></p>	<p>With the SharePoint 2013 Infrastructure Installation and Configuration service, AvePoint will install and configure an on-premises environment in accordance with Microsoft best practice standards. Whether you’re lacking domain expertise, or just require an extra set of hands, AvePoint will design and install your SharePoint 2013 infrastructure environment in less than 2 weeks to get your team ready to focus on site and content build-out activities.</p>
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<b>SharePoint Health Check</b>	<p>AvePoint will perform an extensive health check of your existing SharePoint 2013 environment. By identifying potential problem areas, AvePoint will identify, report and recommend areas that need to be addressed to improve performance and reliability, ensuring maximum ROI for SharePoint investments. The Health Check includes:</p> <ul style="list-style-type: none"> <li>• Executive summary, scoring, and prioritization of issues found in the SharePoint environment</li> <li>• Comprehensive documentation on configurations, highlighting problematic areas</li> <li>• Recommendations for remediation to correct performance and usability inhibitors</li> <li>• 90-day license of the DocAve 6 Software Platform</li> </ul>
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## CONSULTING SERVICES

In order to meet a variety of business requirements and help organizations gain more value from enterprise-wide business solutions and IT systems, AvePoint’s team of experts offer a range of best practice planning and implementation services. AvePoint’s 10+ years of experience with more than 13,000 global organizations provides your organization with the expertise required to ensure success with any enterprise content management and collaboration initiative. Whether your organization is looking to get started with a migration into a new system or optimize existing resources by evaluating and course-correcting environment health and enterprise risk, AvePoint can help you support your unique business requirements.

## SharePoint Deployment

<b>File Share Analysis</b>	<p>File shares still represent a significant investment for most organizations today as a document repository that supports collaboration functions, but the dark data that lives in these shares introduce challenges on three fronts:</p> <ul style="list-style-type: none"> <li>• How do you identify and purge redundant and obsolete documents that are of no real value?</li> <li>• How do you identify and secure files containing sensitive information?</li> <li>• How do you identify and properly retain electronic records to minimize e-discovery costs and corporate risk?</li> <li>• Using our best-of-breed scanning and analysis tools, our information management experts will help you discover and cleanse your file shares, and prepare you for your move to a true enterprise content management system.</li> </ul>
<b>Migration to SharePoint 2013</b>	<p>Migrate content, functions, and processes from legacy systems through our proven migration methodology that involves legacy system analysis, mapping of source to destination elements, configuration and execution of the migration, and validation of destination systems. This methodology provides organizations with:</p> <ul style="list-style-type: none"> <li>• Collaborative analysis of legacy systems' functions and features</li> <li>• Full-fidelity migration of legacy business applications and content to SharePoint</li> <li>• Expedient SharePoint migration with minimal business disruption</li> </ul>

<p><b>SharePoint Design and Implementation</b></p>	<p>Whether your organization is looking to implement an intranet portal to enhance internal collaboration, an extranet to better communicate and collaborate externally, or a public-facing website, AvePoint’s experts will provide full system design and implementation based on your unique business requirements.</p> <ul style="list-style-type: none"> <li>• Install and configure Microsoft Office 365 - SharePoint Online or SharePoint Server for essential collaboration initiatives</li> <li>• Architect SharePoint according to business requirements to support collaboration and document management</li> <li>• Ensure SharePoint implementations are configured to support organizational requirements today with the flexibility to scale in order to meet content and user growth expectations</li> <li>• Install and configure required AvePoint products to support the implementation</li> </ul>
<p><b>Governance Planning and Architecture Design</b></p>	<p>In order to mitigate risk and gain maximum value from SharePoint implementations, organizations must plan for governance as well as establish proven practices to enforce governance policies. AvePoint works with organizations to develop governance policies for infrastructure, operations, information management, information architecture, projects, leadership, customizations, adoption, and continuous improvement based on your business requirements.</p> <p>AvePoint then works with organizations to design and implement a governable, well-managed architecture for both your environment and information.</p>
<p><b>Administrative Systems Design</b></p>	<p>For organizations looking to gain the most value from SharePoint and support continued growth while streamlining management, AvePoint will:</p> <ul style="list-style-type: none"> <li>• Create custom monitoring, reporting, and administration tools</li> <li>• Ensure SharePoint infrastructure is aligned with organization-specific business needs</li> <li>• Design and implement operational governance policies</li> <li>• Help organizations manage and gain complete control of SharePoint implementations</li> </ul>

## Compliance Planning and Implementation

<p><b>Compliance Health Check</b></p>	<ul style="list-style-type: none"> <li>• Perform risk analysis and monitor exposure levels to determine effectiveness of existing controls</li> <li>• Provide detailed risk-level reports of content containing sensitive and personal data in order to locate offending content</li> <li>• Provide recommendations for resolving compliance violations</li> <li>• Implement a comprehensive risk management program to strengthen security and access controls, and mitigate risks of future breaches</li> </ul>
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<p><b>Cloud Readiness Assessment &amp; Implementation</b></p>	<ul style="list-style-type: none"> <li>• Perform risk analysis and monitor exposure levels to determine effectiveness of existing controls</li> <li>• Provide detailed risk-level reports of content containing sensitive data and personal data in order to locate offending content and classify content appropriately</li> <li>• Provide recommendations for resolving compliance violations and migrating appropriate content to cloud-hosted environments</li> <li>• Execute migration of enterprise-wide content to cloud hosted or on-premises environments as required</li> </ul>
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## Solution Design and Implementation

<p><b>Business Solution Design and Implementation</b></p>	<p>AvePoint works with organizations to design and implement custom business solutions to streamline business processes. Whether your organization is looking to streamline HR processes by automating new hire, time off, or compliant submission requests, or you're looking to enhance account management and reporting with integration with CRM or other data systems, AvePoint helps you maximize existing SharePoint investments.</p>
<p><b>Data and Records Management</b></p>	<p>In order to establish an effective content and records management lifecycle, AvePoint provides:</p> <ul style="list-style-type: none"> <li>• Analysis of existing data and content usage</li> <li>• Reporting and monitoring system design and implementation</li> <li>• Architecting and implementing full records management and storage optimization systems</li> </ul>
<p><b>Application Development</b></p>	<p>Build custom applications utilizing underlying Microsoft technologies to suit specific business needs with our services for:</p> <ul style="list-style-type: none"> <li>• Analyzing existing business processes and applications</li> <li>• Building custom applications tailored to specific needs</li> <li>• Enabling business processes in line with established objectives</li> </ul>

## On-going Technical Guidance

<p><b>Technical Account Management</b></p>	<p>AvePoint's Technical Account Management (TAM) services provide the technical and business resources required to fully optimize the benefits of AvePoint solutions. Supplement your internal IT management resources with AvePoint's Microsoft Certified Technology Specialists for assistance in helping you better manage all technical environments by providing:</p> <ul style="list-style-type: none"> <li>• Monthly performance status reports</li> <li>• On-site and remote AvePoint Training and Education</li> <li>• SharePoint architecture reviews and best practices guidance</li> </ul>
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## SUSTAINABLE ADOPTION & TRAINING SERVICES

AvePoint's Sustainable Adoption and Training services is more than just your run of the mill technical training. Additionally, we provide a 'business-centric' perspective that considers the impact of your technology investment to your business and a 'user-centric' perspective that focuses on the needs of individuals leveraging your technology investment.

Sustainable Adoption strives to create a climate of on-going change where the organization and its users can continue to evolve their use of the technology solution.

In other words, Sustainable Adoption means users that say 'this is better than what I had before' ... both at the completion of the technology implementation and beyond.

### Sustainable Adoption Services

<b>Technology Impact Assessment</b>	In order to promote sustainable adoption, it is essential to first understand the magnitude of the change that is being introduced. AvePoint's Technology Impact Assessment services will provide your organization with an understanding of the impact your new technology will have on the different groups of people that will use the new technology and the impact it will have on your business activities. It will identify barriers to adoption specific to your organization and ensure the most impactful aspects of the project are the highest priority.
<b>Sustainable Adoption Planning and Strategy</b>	Driving sustainable adoption requires a comprehensive plan. This means establishing a strategy and putting together a detailed plan for how to create awareness and positive anticipation towards the new technology, ensuring users are prepared for the upcoming transition, and effectively managing issues during the transition. AvePoint's Sustainable Adoption Planning and Strategy services ensure tight alignment with the technology side of the project, giving consideration to implementation schedules, overlapping roles and responsibilities, and effective resource utilization.
<b>Facilitating Technology Change</b>	Facilitating change starts before the new technology is introduced and continues through every stage of the implementation. AvePoint's five-pronged approach to facilitating change includes: <ul data-bbox="470 1491 1461 1816" style="list-style-type: none"><li>• Building Excitement through gamification and promotion of the new technology.</li><li>• Information Sharing services provide relevant information to the various groups of people impacted by the new technology.</li><li>• Education and Training services ensure each group of people has access to the resources they need to understand how to perform their business activities using the new technology.</li><li>• Support Augmentation services ensure your organization's support systems have sufficient capacity and are ready for the upcoming change so that any questions and issues can be addressed quickly and efficiently.</li><li>• System Integration services ensure the new technology is properly integrated into your organization's enterprise technology landscape.</li></ul>

<p><b>Sustainability Maintenance</b></p>	<p>To ensure long-term success with a new technology, sustainable adoption efforts must continue after implementation completes. AvePoint's Sustainability Maintenance program establishes the organization-specific metrics needed to measure adoption and establish a sustainability baseline prior to project completion. Under the Sustainability Maintenance program, AvePoint will continue to measure your organization's adoption of the new technology at set intervals after the completion of the project. This information will allow us to evaluate post-project usage against the baseline, providing you with recommendations on how to ensure the on-going value and sustainability of your technology investment.</p>
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## Training Services

<p><b>DocAve Training</b></p>	<p>AvePoint's Training Courses are a cost-effective and convenient way to become an expert in the AvePoint products your organization has deployed. Comprehensive, hands-on, and flexible, AvePoint Training Services programs equip you and your team with the knowledge to fully leverage your SharePoint infrastructure management tools for success. AvePoint's team of highly-trained educators offer a variety of both on-site and remote training programs, so you can gain the knowledge you need, in the format and setting your schedule demands.</p>
<p><b>SharePoint Training</b> Delivered by Critical Path Training</p>	<p>Critical Path Training is dedicated to educating professional developers, designers, IT professionals, and information workers on how to become successful with SharePoint products and Technologies. AvePoint has partnered with Critical Path Training to offer instructor-led SharePoint training classes in first class training facilities across the United States and via private onsite engagements. Critical Path Training extends its reach to many customers across the globe by offering online versions of the most popular SharePoint training classes.</p>

**Next Steps**

**Contact Us**

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