

REMOTE SYSTEM ADMINISTRATION FOR FILENET P8

Why Invest in ICI's Remote System Administration for FileNet P8?

With Remote System Administration (RSA) for FileNet P8, ICI Solutions plays a significant role in our customer's day-to-day operation of their FileNet systems. The Remote System Administration augments existing internal staff with highly trained FileNet resources and proven administrative procedures - significantly increasing system availability. RSA provides the ability to free up resources for use in other aspects of your business.

ICI has FileNet Certified Administrators who can be deployed on-site or remotely to provide FileNet System Administration support. ICI tailors our RSA offering to each customer's specific needs and can be administered multiple times daily, weekly or monthly. Other scenarios may involve RSA support during the initial stages of the project rollout, filling in for an administrator on leave, or during system maintenance projects (migration, add-on, or upgrade). Our Administrators perform system administrative tasks, configuration/capacity monitoring, troubleshoot, system diagnostics services, and real-time reporting of findings/statistics. Most of these services can be accomplished with or without the customer's involvement. Call us today to customize an RSA support program for your organization.



FEATURES & BENEFITS ...

- ✓ **Reduces costs from unplanned downtime and recovery**
- ✓ **Assists your organization in attaining and maintaining demanding service level agreements**
- ✓ **Our FileNet Certified Administrators know FileNet - repetitive tasks requiring specialized skills can now be moved from your team to ours**
- ✓ **Our FileNet Certified Administrators are some of the most highly trained engineers in the industry – Knowledge, Experience and Efficiency!**



**BUSINESS PARTNER, SOLUTIONS PROVIDER AND
ADVANTAGE PARTNER CERTIFIED TO SELL, IMPLEMENT
AND SUPPORT FILENET P8**

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