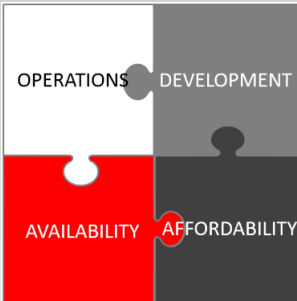


SERVICE OVERVIEW

Collaboration Solutions

ShareSUCCESS™ SharePoint Managed Services

“Emtec solves the puzzle of providing an entire managed services offering for SharePoint Technologies.”



BEFORE and AFTER ShareSUCCESS™

Before ShareSUCCESS™

- Tons of “little” problems
- Operational and Dev. needs
- Constantly-changing priorities
- Never enough support resources
- Users waiting weeks & weeks
- Frustrated Users
- Reduced SharePoint Performance
- Poor SharePoint Adoption
- Dismal SharePoint ROI

After ShareSUCCESS™

- Satisfied (even happy) Users
- Optimal SharePoint Performance
- Increased SharePoint Adoption
- Improved SharePoint ROI

GET ENGAGED

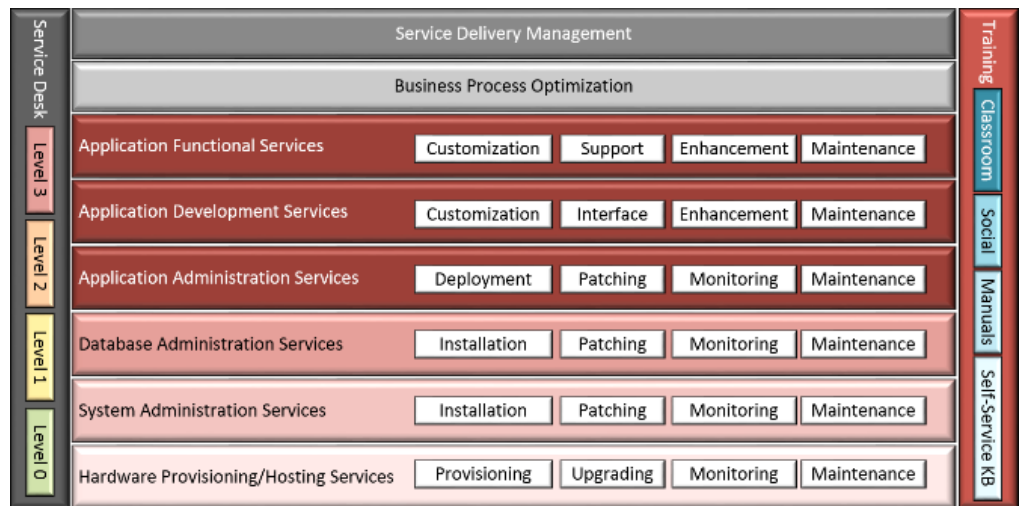
The ShareSUCCESS™ team is offering a no-cost test-drive of our SharePoint managed services. Call today!

- Review your existing SharePoint support
- Schedule a ShareSUCCESS™ demo
- Test-Drive ShareSUCCESS™ working for you

SOLVING THE PUZZLE OF SHAREPOINT MANAGED SERVICES

For enterprises leveraging SharePoint Technologies to their fullest, addressing user needs while maintaining a secure, problem-free environment is vital. Yet there never seems to be enough SharePoint support when, where and how you need it.

Emtec’s ShareSUCCESS™ provides just the right type of SharePoint Managed Services to support your organization’s operational and development needs; providing the availability you demand, and the affordability you need.



CONVENIENT AND FLEXIBLE UNIFIED MANAGED SERVICES FRAMEWORK

Emtec leverages a single unified managed services framework for all the technologies it supports, covering the entire spectrum of SharePoint Managed Services making it simple for you to choose the levels of support you need.

Emtec’s ShareSUCCESS™ is a full-service SharePoint Managed Services offering providing administrative, operational and development support across the entire spectrum of SharePoint.

SERVICE OVERVIEW

Collaboration Solutions

ShareSUCCESS™ SharePoint Managed Services

ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

APPLICATION SERVICES

Emtec provides support and expertise throughout the entire application lifecycle.

We help clients reduce costs, streamline processes and gain efficiencies through better utilization of their applications.

Our application expertise includes:

- HCM
- ERP
- CRM
- EPM
- BI
- Planning
- Collaboration
- Financial Management
- Application Development, Testing & Support

Microsoft Partner

Gold Enterprise Resource Planning
Silver Collaboration and Content
Silver Application Development
Silver Datacenter



Simple, Convenient and Flexible

Using your existing helpdesk system or Emtec's own enterprise-class systems giving you the ability to achieve both availability & affordability through a managed blend of onshore & offshore resources. The result is a SharePoint managed services offering which addresses all of your SharePoint support needs, while being readily scalable on a weekly, monthly or even annual basis.

Simple

Your Users can contact our ShareSUCCESS™ team using the same methods of communication that they use daily.

Convenient

Select the support you need Connect the ShareSUCCESS™ Team to your Help Desk Watch as your work log drops while satisfaction improves Adjust your support as your needs change.

Flexible

The ShareSUCCESS™ Team works with any helpdesk/ticketing system available – yours or one of ours – to support your SharePoint environment. We free your support team to focus on what's important to you by offloading the rest to us.

SHARESUCCESS™ MANAGED SERVICES

OPERATIONS

- User Support (all levels)
- Remote Monitoring & Management
- Maintenance (Break/Fix, Patching, Licensing)
- Optimization (Search, Performance, Security)
- Software Deployment

- Compliance
- Upgrades/Migrations
- Architecture (Topology, Taxonomy, IA)
- Governance/Best Practices
- Backup/Resilience/Disaster Recovery
- Security/Threat Prevention
- Activity Auditing
- Hardware & Software Inventorying
- Hardware & Software Auditing
- Thresholding & Alerting

DEVELOPMENT

- Mobile Application Development
- Responsive Website/Application Design
- Dashboards
- Process Automation
- Report Delivery

SHARESUCCESS™ DIFFERENCE

Ensure the ongoing success & support of your SharePoint investment:

- Safeguarded SharePoint continuity
- Optimal SharePoint performance
- Swift response to business requests
- Improved user experience
- Operational Support from experts
- Development Support from experts
- Best practices
- Tailored recommendations
- Reduced operational costs
- Adjustable SLAs
- Adaptable Help Desk Interaction
- Regular Status & Strategy reviews

