

scopeServices

→ Customer support goes beyond scopeArchiv: it includes database administration, computing center services and strategic records management consulting.

Project management and launch

→ At first, a few pilot users work with the system for several weeks, parameterize it and transfer initial data. scopeArchiv is then released to all users. The "normal" support phase starts with productive operation. Feedback (change and upgrade requests, notifications of flaws and faults) is entered in an online database, and customers are automatically informed via e-mail of the processing status. Many customers join the scopeArchiv User Group. Experience groups network their knowledge, enabling qualified exchanges relating to archiving work and the use of scopeArchiv.

Training with training program

→ Ongoing training is the only way to ensure that optimum use is made of the wide variety of functions and at the same time of investment. scopeArchiv can be learned intuitively. With regard to functionality and graphical form, scope is very similar to MS Windows and MS Office. scope offers a comprehensive training program (in German, English and French). Initial training is along the lines of "Teach the Teacher": administrators and pilot users are trained directly by scope and then pass on their knowledge within their company or archive.

Data transfer

→ Data is often already available in digital form and, depending on the quality, can be directly transferred to scopeArchiv. scope has a wealth of experience both in the field of data transfers and advising the client on the independent import of data.

Product maintenance

→ Maintenance and support services begin with operative readiness (maintenance agreement is mandatory). Product maintenance comprises the regular delivery of patches, releases and versions including documentation and installation instructions. From experience, around 2/3 is value increasing (new functions, functional enhancements etc.) and around 1/3 is value preserving (correcting faults, adaptation to new developments by Microsoft and Oracle etc.).

Customer-specific adaptations and extensions

→ Most customers operate scopeArchiv "off the shelf". If used correctly, add-ons (as "plug-ins") may have a major leverage effect and justify their higher costs. Our specialists' wealth of experience guarantees optimum implementation while complying with the usual standards for archive and records management. Most add-ons comprise reports and standardized queries as well as import and export interfaces to other IT systems.

scopeArchiv Basic Support

→ Basic support covers the fixed costs for the infrastructure (e.g. copy of the application structure of each customer), qualified staff and standby. It also comprises a staggered number of hours of application support (hotline).

Systems Support Oracle Database

→ The importance of support for the database is often underestimated. The transfer rate, security and synchronization

of the entire system are influenced by the stability of the database. Customers can also have scope provide database support. The frequency of routine checks can be selected.

Computing center

→ scopeArchiv can be operated as a complete solution, including preparation and import of the database copy, in the scope computing center. Standardized functions are offered.

In addition, certain customers prefer to have a copy of the database prepared according to certain criteria in the scope computing center which is made available to the public via scopeQuery. The user logs on to the customer's usual Internet address.

Records management consulting

→ Guarantee of optimum transition between document management and archive management (long-term archiving, records management) calls for systematization (nomenclature, data model, interim storage, metadata) and automation of the entire work process. A specific solution based on more or less comprehensive IT tools has to be drawn up. The requirements to be met by management (self discipline, motivation) are high.

The key points in the entire process are the connection of a large number of DMS to one AIS and the skilful parameterization of the DMS in such a way that facilitates later data transfer. scope advises customers and prospective customers in the design and implementation of records management.