

Cost Efficiency

Saving money is the number one reason that businesses consider managed services. Hardware, maintenance, continual certification of staff for new technologies, and compliance mandates make keeping up with technological change incredibly expensive. A HELIX Managed Services contract deals specifically with these issues. We can reduce your cost of doing business, and improve ROI on your ECM system. HELIX Managed Services can help you get the most out of your technology investment.

It is a proven principal that proactive system administration is cheaper and more effective than the 'come from behind' strategy of waiting for a system failure and then fixing it.

Why Choose HELIX? Ask IBM

We offer a superior product backed-up with the best customer support offerings. HELIX is acknowledged industry-wide for outstanding performance. HELIX' IBM Premier Business Partner status is recognition of that. IBM Premier Business Partners have demonstrated superior skills and market success.

HELIX actively collaborates with IBM to deliver significant client value through the stages of our projects. This includes project planning, migration analysis, CMOD installation, migration of metadata, pilot report migration, and migration of historical data.

With an impressive list of corporate clients, and extensive experience in administration and migration of our clients ECM systems, there's never been a better time to contact HELIX for more information.

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Managed Services

Media Company Content Management

Predictive and 24/7 Support

The Media and Entertainment industry is no stranger to large and expensive data losses. Pirating, hacking; there's all kinds of theft of intellectual property that puts you at risk. Cybersecurity is a major concern for every company in your industry.

HELIX can improve your throughput and allow you to focus more time and resources on your business, and less on administration. Your document creation and retrieval, workflow, indexing, and security functions are greatly improved with our Managed Services and our 24/7 support.

At HELIX Managed Services we value your security. Our Enterprise Content Management solution helps stymie the attempts of hackers phishing for your sensitive information.

HELIX
international

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HELIX ECM Managed Services High-

Remote 24/7 Monitoring and System Alarms

- Peace of mind
- Increased system longevity
- Never be surprised by system failures

Proactive Remote Administration

- Predictive analysis catches problem before they can happen
- Resolve a problem before you receive a ticket from a business user
- Backups, patches, and security (among other system admin operations) practically invisible to your users
- Add new functionality to your system. New reports, new business processes, new document classes.

MARS Watcher (alerts, document creation management, processing, and archiving)

- Receive and process files New Reports, Documents and scanned images
- Combine data from multiple locations, departments, companies, and so on
- Sources / feeds from many sources - ftp, ftps, sftp, LPR, LPD, NDM, MQ, mounts, plus many more
- Receive and distribute data in various document formats (email, DOCX, XLSX, TXT, PDF, PS, PCL) plus many more
- Unlock the ability to access your dark data
- Generation of XML export files
- Creation of accurate and useful reports
- Automatic audit and error alerts from data
- Holistic view into platforms, systems, content repositories
- Prediction of frequency and notification of exceptions
- Reconciliation, and processing
- Many sources in, unified documents based on customized documents out
- Document templates for reports include images, calculations,

and design layout

- Adhoc OCR for full text indexing, Ad hoc document processing for individual users

Capacity Management

- Your ECM system will never run out of resources
- Plan for just-in-time system enhancements

MARS Reports

- Prediction Report issued based on rolling multi-month's data
- Indexing
- The data and documents converted into XML-based reports are indexed for storage and information retrieval
- Information can be searched, retrieved, and used in any format

Onsite Training

- Optimized productivity from your staff
- Less down time

Web Sessions

- Training on demand
- New staff quickly up to speed
- Current staff's expertise kept current

Software Updates

- Rapid turn-around on updates
- Little to no system downtime

Telephone Support

- On demand help
- Industry experts and trained support staff with effective answers

Extensive Online Documentation

- Comprehensive reference and user instructions
- Answers easy to retrieve and easy to distribute

HELIX Managed Services for ECM Systems

HELIX support and system administration functions on three levels; the app level, the hypervisor hardware level, and the workflow level. At the app level, HELIX offers expert management of your ECM solutions. As the hypervisor level HELIX supports and manages your ECM environment. Finally, at the workflow level, HELIX can administer your workflows. This support comes through the managing and generation of documents and reports. HELIX also oversees your business processes.

For better than two decades, HELIX has successfully addressed ECM support challenges. HELIX Managed Services steers you clear of trouble before it happens. Your ECM systems stay operational, up to date, and fully engaged under the system administration of our industry experts and trained staff. We also cover you with an industry-leading level of support options.

Our Managed Services and support options are tailored to your needs. You'll gain peace of mind that your ECM systems and data are safe and secure, and at a support level tailored for your needs.

From content evaluation and migration to cross-repository searching; licensing evaluations to legacy ECM system retirements; HELIX is ready to deliver the advantages of a holistic, fully integrated approach to ECM.

Our experience covers a wide range of current and legacy systems, including mainframe applications, such as OS/390, Z/OS and I/OS; distributed platforms, such as Windows and UNIX; and mid-range systems, such as AS/400.

Supported Applications and File Formats

APPS (Managed Services)

- IBM Content Manager OnDemand CMOD
- IBM FileNet P8
- IBM Case Manager
- IBM Datacap
- IBM CM8
- Allen Systems Group Mobius
- Microsoft SharePoint
- Hyland OnBase
- Oracle (Stellant, UCM)
- OIT Docfinity
- CA View / Deliver (SAR / Express)
- CA Dispatch
- CA Bundl
- Opentext Documentum
- Opentext Live Link
- Plus many more

APPS (Connectors)

- Panagon
- Saros
- Stellant
- Optika
- BMC Ctrl D
- Systemware - X/PTR
- BetaSystems Beta93
- Laserfiche
- Newgen Software O2MS, OmniReports
- Perceptive Software Document Output Management (DOM)
- Datastore32
- Rsd EOS
- Filetek Ammo
- Viewstar
- Watermark
- HELIX Document Composition
- HELIX Text to XML
- HELIX Transforms
- HELIX Portal and Bill Presentment Solution
- Plus many more

Formats

- PCL
- Postscript
- TIFF
- Adobe PDF
- IBM Advanced Function Printing (AFP)
- Xerox DJDE, Metacode
- JPEG
- Word XML
- XML
- XLST:FO
- XLST
- Plus many more



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