

## SOLUTION OVERVIEW

# MANAGED SERVICES

**If your business uses Kofax or OnBase software, you're likely already seeing the benefits of these advanced information management and automation technologies. But it's common for companies to not always have the internal resources to manage, enhance, grow, and update those technologies.**

That's where All Star's managed services can help your business get the most out of Kofax and OnBase products. All Star can augment your existing staff so you can best leverage these tools to see better productivity and efficiency in more places and faster across your organization.

Businesses are opting for managed services more and more as they recognize the cost-effectiveness of bringing in a third-party expert to help implement and support their technologies. Research finds that 68% of SMB and mid-market business executives believe working with a managed service provider helps them stay ahead of their competition. Plus, 51% of those surveyed said managed services could save them costs, too.

All Star Software Systems has developed a unique managed services offering to help our clients use Kofax and OnBase technologies. Read on to learn more about how it can improve and maximize your investment in those solutions.

**ALL STAR**  
SOFTWARE SYSTEMS

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## ***BUT FIRST, WHAT IS MANAGED SERVICES?***

Managed services is a professional service that businesses adopt to hand over certain project-based, task-based, support-based, or monthly administrative functions to a third party. Managed services help boost existing staff to implement and support technology solutions so the company can focus on what it does best while still being able to add and grow solutions with the Kofax and OnBase products.



## ***WHY WOULD A BUSINESS USE MANAGED SERVICES FOR ONBASE AND KOFAX SOFTWARE?***

If your organization does not have the bandwidth or resources to perform tasks that are critical to the constant improvement of your automation solution, then managed services is a smart option. If your resources are tight, if IT staff is bottlenecked, or you simply don't have the expertise needed to administer a complex technology, consider managed services.

The service brings in experts to become an extension of your staff and provide knowledge, growth, and support for your solutions.

## ***ALL STAR'S MANAGED SERVICES OFFERINGS FOR ONBASE AND KOFAX PRODUCTS***

All Star offers managed services for Kofax and OnBase products as a supplemental monthly or project-based service. For a determined number of hours per month, All Star's experts will provide managed services within three components:

### ***MONTHLY ADMINISTRATION AND + ADMIN TASKS***

This offering includes task-based and monthly-based services. All Star will work with you to establish a set number of hours per month to support your solutions or perform specific tasks. We help you fit this support into your budget, so you get the most out of your solution. We can perform the functions to fill your gaps at specified intervals (daily, weekly, or monthly), and they can include proactive support and monitoring and rapid execution of end-user administration tasks.

You'll see increased user community satisfaction, a freed-up IT staff, and minimized downtime. Managed services also help you save money by eliminating the need for IT staff to train and maintain certifications.

Our +Admin service within managed services is designed to help a business that doesn't have the bandwidth to make changes or additions to their systems as frequently as they'd like. We can help with changes/additions to help expand your system usage and maximize your return on investment.

Providing a greater level of detail than our basic managed services offering, +Admin delivers a fixed number of hours per month intended to augment what existing system administrators are performing.

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### STAFF AUGMENTATION

Throughout managed services, All Star augments your staff for a designated period of time. If your business would prefer to forgo a set number of hours a month and get more value out of us working for you full time for a few months, we offer that flexibility. The staff augmentation offering includes task-based, project-based, or support-based services.

Staff augmentation includes the above services; it's just a different way of structuring how All Star's experts will be on hand to support you.



### PROJECT IMPLEMENTATION

All Star also offers project-based help if resources are needed on a project-by-project basis. From a project kickoff, we will install, configure, test, and ultimately manage your project so your implementation is a success and your staff can focus on what they do best.

Contact All Star Software Systems today to learn more about managed services and how you can get the most out of your OnBase or Kofax products. Our experts are ready to help.

**ACCELERATING** Business



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