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Solution Optimization



READSOFT[®]

Maximize efficiency from day one

Return on investment is based on improved productivity. And the foundation for that is, in this case, timely installation and configuration of your new ReadSoft software. Properly set up, your Document Process Automation solution will generate savings, minimize manual routines, and increase the quality of the information you handle.

When it's time to install and configure your new document process, our Solution Optimization staff is there to help. Our experienced product experts gain a solid understanding of your business, enabling us to configure the solution in the way that best suits your business processes, and assisting in the seamless handover of your solution to your own production staff. Our goal is to

Fine-tuning for the business processes that are uniquely yours

provide all the technical services you need, allowing you to focus on your core business and enhancing your efficiency.

Up and running on schedule

Our Solution Optimization service ensures that you get the maximum out of your ReadSoft production system. It is delivered by ReadSoft Professional Services at the earliest possible point and covers installa-



Things change. Make sure your efficiency

Consider Solution Optimization as a complement to your Support agreement when your business requirements change or when you extend your ReadSoft system.

Our Solution Optimization experts can be called upon at any time for preventative maintenance and production system tuning. Our dedicated product experts understand your business, and can easily determine whether your software is performing in the way that best suits your business processes.

A thorough health check-up

We analyze the production system where your ReadSoft products are running, and determine the best way to enhance the solution for optimum performance. The result is a Solution Optimization report

that details the status of your ReadSoft production system as well as suggested changes for improvements.

On-site analysis and tuning

- Analyzing your production process
- Analyzing maintenance plans
- Analyzing any available log files
- Surveying user competence to determine the need for additional training
- Setting up new document specifications
- Optimizing the configuration, databases, and more
- Suggesting ways to improve efficiency by using new products and/or functionality
- Implementing recommended improvements

tion and configuration of a standard set-up of all your ReadSoft software.

The result is a ReadSoft system where the process runs from input to output in your business environment, using your documents. If this service is part of a project, we guarantee delivery according to the project specification.



On-site finetuning

- Installing and configuring your ReadSoft server and client software
- Verifying that your scanners are connected and fully functional
- Setting up complex functions such as endorsing, double-feed detection, and image filters
- Creating and optimizing document specifications for your ReadSoft solution
- Running tests with your documents in order to make sure that the system works as intended, from input to output
- Customizing the information output to match your host system requirements
- Providing advice and assistance for increased interpretation rates
- Installing and testing customized components

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A solid foundation for implementing improvements

Your Solution Optimization report is divided into five sections, providing all the details required for sound business decisions.

Solution overview

Including your different input methods, software configuration on the network, server and work station capacities, network capacity, and database.

Product configuration

Including software configuration, parameter settings, document specifications, modes of operation, and other relevant issues.

Production process

A step-by-step survey of your entire process, from input to output, with a thorough scrutiny of every parameter setting and operational procedure.

System administration

A closer look at testing environment, maintenance plan, operator and administrator competence level, and possible need for further training.

Suggested activity list

The conclusions drawn from the previous sections point out what, if anything, needs to be improved, changed, extended, or removed. The result is a list of activities, what they entail, and what your benefits will be.



Successful change requires commitment on many levels. ReadSoft expertise, experience and dedication are at your service every step of the way.

It is important to us that your ReadSoft process solution, once up and running, will satisfy your expectations in all respects: return on investment, efficiency, and job satisfaction. Equally essential is that projects are well handled in terms of timeliness, costs, results and management.

Determining scope and limitations

An initial workshop will show whether you are on the right track with a ReadSoft solution. Once that is settled, we continue to analyze your present status and requirements.

The work is defined regarding scope, acceptance criteria, organization, milestones and risks. You will of course be involved in selecting project managers, users, system administrators and process owners in your company.

Tailoring your solution

For highly specialized requirements, you should customize your solutions in order to increase your productivity gains. Common examples of customization include incorporating business rules and validations, or streamlining the process of transferring information in to existing business systems.

Guaranteed delivery according to specifications

Provided at the earliest possible point, covering installation and configuration of all your ReadSoft software.

Getting everybody on the right track

Change management is always regarded as an integral part of our assignment and is handled either by ReadSoft staff or by one of our very competent partners.

Training focused on essentials

ReadSoft software is designed for ease of use. Users will learn how to handle any normal situation and how to find solutions in the Help. Administrators will minimize downtime, keeping the system up and running.

Ensuring continuity

As a part of our project process, vital knowledge and documentation is passed on to our support organization.

Supporting proactively

Our Support centers serve customers in all ReadSoft countries, ensuring direct access to solution competence in the local time zone and local language.

Register and monitor your support case via the Internet, and track the progress of your case in real-time. You also have instant access to supportive documentation through our Knowledge Base.

Additional support services

- Improving your software
- Boosting performance
- Delivering new functionality
- Refreshing and adding new knowledge