

UNLOCK THE FULL POTENTIAL OF YOUR M-FILES SOLUTION

Expert Services - your ticket to achieving business excellence.

The business environment today is more volatile than ever, and businesses are needing to react and shift priorities more rapidly than ever before. Our dedicated Expert Service team is committed to collaborating directly with your team, ensuring your unique and changing business goals are met and exceeded. We're here to guarantee uninterrupted solution usage and perpetual development to optimize your specific M-Files solution, resulting in enhanced ROI and reduced risk. With M-Files Expert Service, you call the shots – we provide the flexibility to deliver the support and solutions precisely when YOU need them. Your M-Files journey has never been this personalized and empowering.



WHY EXPERT SERVICES?

- Ensures broad adoption and continuous improvement of the system
- Enables a fast and agile way to provide further development work
- Allows M-Files to better suggest best practices and new use cases so that customers can gain more value from the solution
- Minimal changes in resourcing ensures that M-Files' services teams have in depth knowledge of customer's business, use cases, and M-Files solution
- Allows customers to rely on M-Files' best practices and focus on leading their own business

Delivery process

Each month, your designated Service Manager and/or Solution Consultant will join forces with you to prioritize your backlog of activities that align with your monthly hour allocation. Throughout the month, the Solution Consultant will tackle these planned tasks while also being at your service for any unexpected support needs that may arise. At the conclusion of each month, you'll receive a detailed report summarizing the services accomplished. It's worth noting that any unused hours won't roll over into the next month, except for the initial three months as we establish our collaborative rhythm and list of backlog items with you.



M-FILES EXPERT SERVICES

Maintains and enhances the platform and solutions

STRATEGIC SERVICE AND SOLUTION ROADMAP PLANNING

- Consistent Touch Point Meetings
- Designated team
- Report the production status of the M-Files environment (SLA, number of tickets, etc.)

TRAINING AND USER ADOPTION SUPPORT

- Planning targeted communication to different stakeholders to support user adoption and ensure return on investment
- Aligning Training actions and learning needs with Customer's business requirements
- Delivery of M-Files training events or development of customized solution specific training materials

CHANGE AND SERVICE REQUESTS

- Provides resourcing, scheduling and implementation of solution changes
- Provides M-Files risk management for modifications, bug fixes and maintenance operations as planned

APPLICATION-LEVEL SUPPORT

- Provides customer support for M-Files customized configurations
- Provides prompt resolution of disturbances
- Ensures the integrity and continuity of the M-Files production environment

WHAT CAN M-FILES EXPERT SERVICES DO FOR ME?



Strategic Service and Solution Roadmap Planning

- Service Governance
- Consistent Monthly Touchpoints with Customer and CSM
- Consultative sessions with the customer to scope out the next project engagement
- ROI analysis for M-Files solution and the customer's business use cases



Training and User Adoption Support

- Planning targeted communication to different stakeholders to support user adoption and ensure return on investment
- Identification of M-Files User roles and support for mapping out training plans for each role
- Aligning training actions and learning needs with a customer's business requirements
- Evaluation of user adoption to discover additional training needs that will maximize business value from the M-Files solution
- Delivery of M-Files standard training events, customized training events, or development of customized solution specific training materials



Application-Level Technical Support

- Creation of additional customer support portal accounts setup for new team members
- Providing documentation to customer on standard M-Files features or add-ons
- M-Files upgrade support and testing
- Application-Level Incident Resolution
- Support for custom integrations, vault applications, and scripts



Optimize and Enhance M-Files Solution

- Additional configuration of the M-Files Solution
- Configuration of new product features or add-ons
- Specification work and small-scale development
- Information Security check
- Solution Environment health check

Getting started

We offer six levels of service, ranging from 4 hours per month up to 48 hours per month. You are able to choose the level of services that best fits your current needs and are able to upgrade to a larger package at any time if additional monthly hours are needed to complete activities as priorities change and new business needs arise. Contact your AE or CSM to learn how Expert Services can help you maximize the return on your M-Files investment!



EXPERT SERVICES PACKAGES

4h per month	8h per month	16h per month
<ul style="list-style-type: none"> Minor configuration changes to vaults Specification work and small-scale development <p>EX: Changes to existing metadata structure naming to align with changes in business process</p>	<ul style="list-style-type: none"> Minor configuration changes to vaults Specification work and small-scale development Training and User Adoption Support <p>EX: Setting up advanced views Implementing connections to external databases</p>	<ul style="list-style-type: none"> Minor configuration changes to vaults Specification work and small-scale development Training and User Adoption Support Configuration of new product features or add-ons <p>EX: Setting up new document vaults Installation and configurations of AdobeSign integration</p>
24h per month	32h per month	48h per month
<ul style="list-style-type: none"> Minor configuration changes to vaults Specification work and small-scale development Training and User Adoption Support Configuration of new product features or add-ons M-Files Upgrade Support and Testing <p>EX: Setting up workflows according to Customer's specification</p>	<ul style="list-style-type: none"> Minor configuration changes to vaults Specification work and small-scale development Training and User Adoption Support Configuration of new product features or add-ons M-Files Upgrade Support and Testing Advanced configuration changes to solution <p>EX: Support and testing of customized M-Files solution for version upgrade</p>	<ul style="list-style-type: none"> Minor configuration changes to vaults Specification work and small-scale development Training and User Adoption Support Configuration of new product features or add-ons M-Files Upgrade Support and Testing Advanced configuration changes to solution ROI analysis of M-Files solution and the customers business use cases <p>EX: Updated to custom vault application or scripts to support M-Files version upgrade compatibility</p>

Service Governance - Monthly task planning and usage reporting included in all packages

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