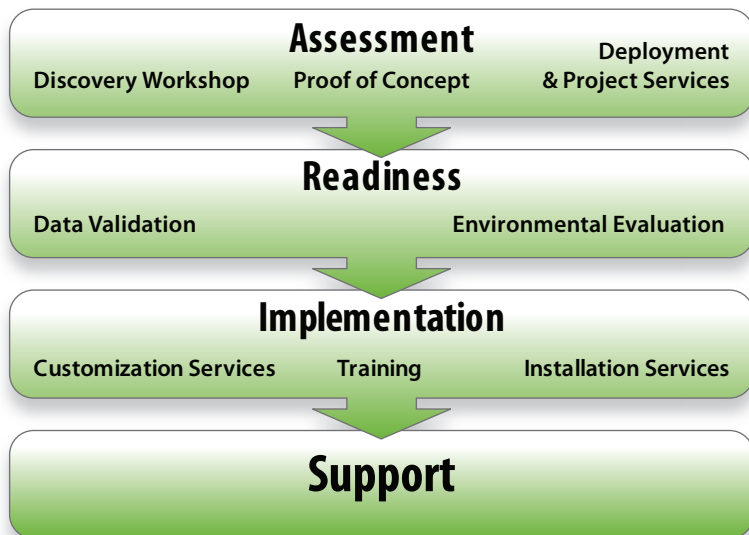




Ensuring a successful deployment

Semantra offers a wide range of professional and technical services to ensure your successful implementation. We have built our success by delivering high quality services at all stages of the customer engagement.

Our services team focuses on making sure we understand your business. From early assessment services to world-class support, Semantra is there.



Available Services

Discovery Workshop

Typically a one or two day engagement, the Discovery Workshop is a strategic consultation session where our solution consultants facilitate on-site discussions and surveys with key staff members to identify their specific information needs by user type, department and role. This information is used to clarify solution requirements, benchmark current practices and set ROI targets against benchmarks for future monitoring and measurement.

Proof of Concept

The POC deployment demonstrates the functionality of Semantra core technology as it relates to your requirements. It provides sufficient detail to 1) demonstrate the business value of the solution and 2) validate the key technical components in order to mitigate perceived risk. Typically POCs last 30 days and allow you to experience the solution on the standard entities and concepts of your core business application.

Deployment/Project Services

For complex projects, Semantra offers experienced project managers to ensure your objectives are met and the project is completed on time and on budget. Our certified project managers will work with you to develop comprehensive project plans for deployment and training. For each phase of the project our skilled staff will be there to support your project needs.

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Semantra Services

Ensuring a successful deployment



Available Services *(Continued)*

Environmental Evaluation

To ensure that Semantra is optimized for your environment, our trained consultants review all external factors including LAN/WAN and critical business applications. We can provide creative and cost-effective recommendations based on existing network capacity, data volumes, number of users, etc that will enhance your search performance.

Data Validation

Before the implementation of our software, Semantra provides services to review the integrity and internal consistency of your data. This process validates the data in your system, reviews any custom concepts or entities that have been added, in addition to any other product modifications. We examine the actual metadata and then validate the data associated to ensure there are no inconsistencies.

Customization Services

Semantra provides services to include all your customizations in Microsoft Dynamics CRM. The CRM application allows the user to add additional properties, rename properties, etc.; and this service provides the necessary linking to our application so that user can query the data associated with those fields. We also have the ability to enhance our ontology if you have performed other custom work (i.e. new concepts, add on applications, etc.).

Installation Services

To help you maximize your Semantra solution, our professional services team will ensure our application and the associated programs are configured within your environment. We will ensure that the programs are running efficiently, verify they are using the correct security parameters, and that the database is being accessed correctly. In addition, we will ensure the application can be accessed both directly through the network and remotely if out of the office.

Customized Training and Education

Whether you are at a basic or advanced level, Semantra offers standard education courses as well as customized training programs designed to match your specific requirements. Semantra provides a variety of training options including classroom training at your site or ours. Curriculums are tailored to make sure your employees fully understand how to maximize our solution for your business quickly and easily. Since the solution itself is easy to use, training can generally be completed in only a few days.

Support

We have invested in a quality support infrastructure that is available 24/7, 365 days a year. Be assured that our team of trained specialists can deal with any issue that you may experience. Our system provides up-to-the-minute tracking of all issues to ensure proper handling of your needs, and quick escalation when necessary.



To learn more about Semantra, visit www.semantra.com

