

Perkins Consulting Group EMC-Captiva Service Offerings

Service	Timing	Typical Tasks and Deliverables
Product Education	Pre or Post Purchase	Seminar on <ul style="list-style-type: none"> • What EMC-Captiva is • Strengths and Weaknesses • Typical Infrastructure/Environment • Typical System Development Plan • Typical Support and Maintenance
System Planning and Design	Pre or Post Purchase	<ul style="list-style-type: none"> • Requirement Collection, Review and Validation • Process Review • Process Improvement Recommendations • Environment and Infrastructure Recommendations • System Design • Implementation Plan
System Development	Post Purchase	<ul style="list-style-type: none"> • Typically includes System Planning and Design but may not • Design Review and Recommendations • System Implementation and Testing
System Upgrade Plan 2.X to 7.X 3.X to 7.X 4.X to 7.X 5.X to 7.X 6.X to 7.X	Post Purchase	<ul style="list-style-type: none"> • Process Review • Process Improvement Recommendations • Environment and Infrastructure Recommendations • Upgrade Plan and Options
System Upgrade X.X to 7.X	Post Purchase	<ul style="list-style-type: none"> • System Upgrade Plan, if needed • Hardware configuration • Software installation • Process Modifications • Scripting Creation, if needed • System Testing
Product Training	Pre-Purchase	<ul style="list-style-type: none"> • Training on EMC-Captiva which can be specific to the implementation
System Support	Testing or Post Rollout	<ul style="list-style-type: none"> • On-Site or Remote Support • One time or continuous • Incident specific support and troubleshooting • Status calls for continuous

Contact Info: www.perkinsconsultinggroup.com
 (239) 418 – 1204
info@perkinsconsultinggroup.com

Perkins Consulting Group is an EMC Partner specializing in EMC-Captiva. All projects will be led by an EMC-Captiva certified Architect and staffed with experienced consultants.

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Staff Mentoring	Post Training Design Development Testing Post Roll Out	<ul style="list-style-type: none"> On-Site or remote mentoring to help development and/or support staff develop and reinforce skills after Product Training. Design Review, Implementation Ideas and suggestions, Code Review, Troubleshooting and Issue Resolution assistance
System Review and Tune-up	Post Roll Out	<ul style="list-style-type: none"> Environment and Infrastructure Review System Performance Review Process Review Code Review Findings and Recommendation Document System Parameter Adjustments
System and Infrastructure Consolidation		<ul style="list-style-type: none"> Review existing Captiva Systems and their processes Consolidation Requirements Infrastructure Modifications/Merging Design Consolidation Document and Plan
Client Side Scripting	Upgrade Development Post Roll out	<ul style="list-style-type: none"> Creation of Client Side scripts to perform various tasks. Typically validation of data or retrieval of data against Business Systems
Module Development		<ul style="list-style-type: none"> Creation of Custom InputAcce/ modules using the .NET module, the .NET InputAcce/ Object or native API as needed. Modules can perform any task such as Import, Export, Reordering Nodes, etc... based on client requirements.
Consulting		<ul style="list-style-type: none"> Client, Project, Task specific deliverables which may include any or all the above as well as other client or project needs.

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