

FileHold Enhanced EDRMS Support Plan





WHO IS IMAGE ADVANTAGE?

Image Advantage is a recognized leader in the field of digitization services and records management solutions. Our commitment to delivering high-quality services, coupled with our extensive experience, has made us a trusted partner for over 100 municipalities, government agencies, and industry clients.

Image Advantage is a subsidiary of Octacom Limited, a privately held 100% Canadian-owned company. Octacom is a Protected B organization following rigid security, privacy and compliance protocols, ISO27001 compliant and a SOC 2, Type 2 audited organization.

Image Advantage's state-of-the-art production facility is located in Mallorytown, Ontario. We also have two additional production facilities located in Richmond Hill and Hamilton, Ontario.

- ★ Accurate
- ★ Technologically Advanced
- ★ On-Time
- ★ Competitively Priced
- ★ Confidential
- ★ Courteous
- ★ Highly Trained
- ★ Professional

Facts at a Glance

1967

BUSINESS STARTED

150M

IMAGES PER YEAR
SCAN CAPACITY

150+

TEAM MEMBERS

100+

MUNICIPALITIES AND
PROVINCIAL AGENCIES

ABOUT FILEHOLD



Image Advantage is pleased to be the leading value-added reseller of FileHold Software in Canada.

FileHold is a robust software solution, available on-premise or in the cloud, that manages the "Electronic Document and Record Life Cycle" with the ability to manage paper or electronic documents from creation to archiving to disposition. The software provides secure document storage and saves organizations time and money while staying in regulatory compliance. The time it takes to search and retrieve documents or files is reduced to seconds.



WHAT IS FILECARE ANNUAL SUPPORT?



Billed annually, FileCare ensures your FileHold software stays current in an ever-changing IT world. Clients on FileCare receive hot-fixes, service packs, dot releases or major releases that keep you current with these changes at no additional charge. Clients on FileCare can add new features or user licenses at any time. Further, clients with an active FileCare subscription get free remote online technical assistance when they upgrade from one version of FileHold to another.

Learn more about the Service Level Agreement of the FileCare program at

filehold.com/support/service-level-agreement



Enhanced EDRMS Support Plan

Image Advantage is offering a records management support plan to assist our clients with their ongoing records management requirements.

Records management is often a secondary responsibility for our clients with limited staff time and resources. It is challenging for the records management program to function to its greatest capabilities, including management of EDRMS solutions. On request from our clients, Image Advantage has created an optional support plan our clients can subscribe to, allowing our team of EDRMS experts to take on the responsibility of actively maintaining and supporting your FileHold and EDRMS practices.

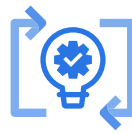
Our dedicated team of EDRMS experts are here to serve you as an integrated part of your team!



Administration



Client Service



Implementation



Training



Technical Support

The Benefits



The knowledgeable team at Image Advantage will spend time meeting with staff and completing records management tasks to keep your system current.



Image Advantage will be able to prioritize your EDRMS system, which is often a secondary responsibility for your organization's staff.



Consistent, recurring training opportunities for existing and new team members.



Image Advantage will be able to generate your retention reports for your staff.



Fully implement your system with full document migration, consistent maintenance, and improvements.

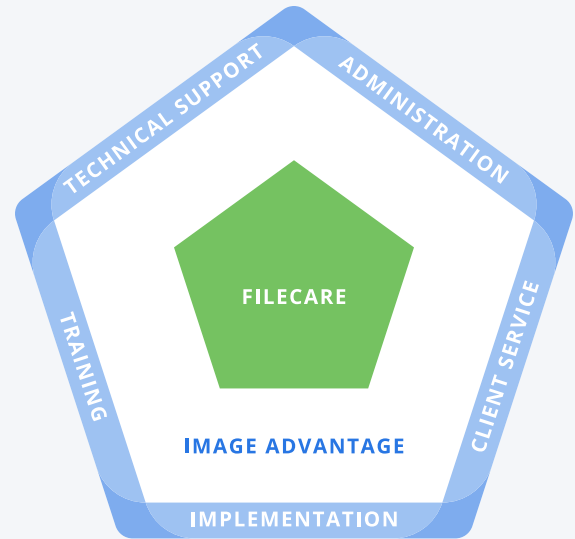


Reduce the negative impacts that occur with staff changes and turnover.



INCLUDED SERVICES

Realize the full effectiveness of your EDRMS with a support plan that provides added benefits through a dedicated team of experts actively maintaining your system.



Administration

USERS, GROUPS + SYSTEM CONFIGURATION

- › Creating accounts and users
- › Creating groups and assigning roles
- › Essential configuration settings review

DOCUMENT SCHEMA MANAGEMENT

- › Creating and modifying metadata fields
- › Creating and modifying events (retention)
- › Creating and modifying workflow templates

LIBRARY MAINTENANCE

- › Folder and schema rule validations
- › Security and permissions review
- › Retention reporting and processing

Client Service

MONTHLY BUSINESS REVIEW CALLS

- › Monthly meeting with project lead(s) for ongoing support and strategy discussions

Implementation

MIGRATION SERVICES

- › Migration of files to FileHold (from shared drive or legacy system)
- › Duplicate file detection and reporting (cleaning of shared drive or legacy system)

Training

CUSTOMIZED TRAINING TOOLKIT

- › On demand recorded training for new staff and/or refresher sessions
- › Access to Image Advantage's customized training toolkit (videos and training guides)

Technical Support

PRIORITY SUPPORT ACCESS

- › Prioritized live support on service requests and action items in our service queue

Contact us to get a free estimate today!

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