

Axway Professional Services

Reliable, affordable, smart



No one knows Axway software better than our Professional Services experts. That's why there's no better way to optimize and safeguard your technology investments than to consider us as members of your team.

Any complex project, from constructing a building, to designing a new product, to changing an IT infrastructure, requires vision, planning and precise execution. For today's IT departments, company initiatives to "cut costs," "create efficiency" or "improve service levels" often become complex projects that demand the focus of the entire team, leaving little time or resource for anything else. Unexpected issues with compatibility or integration, changes within the organization, and changes to the initiatives themselves can quickly cause these projects to veer off course, resulting in:

- Runaway costs
- Missed project deadlines
- System downtime and unfulfilled SLAs
- Regulatory compliance violations

Whether you're building an entirely new platform to change your business, or transforming an existing platform to better run your business, the right resources and tools are essential to staying on course and avoiding these damaging pitfalls.

Axway Professional Services include a comprehensive set of offerings to help you assess your needs, enable your organization, extend your reach, and manage your Axway solutions to deliver better business results. Our experts have extensive knowledge of industry best practices, and are available every step of the way — for as much or as little time as you need.



“It quickly became apparent that Axway was required to expand its role; instead of simply being a vendor, Axway became an integrator with huge impact on BA’s business. We needed Axway’s assistance with business process integration, and also with risk mitigation to operate two environments in parallel for three months prior to the changeover date. The deadline imposed by the banks created additional pressure, and Axway rose to the challenge.”

Peter Neuhauser, Division Manager,
Bundesagentur für Arbeit (BA) IT-Systemhaus

Assessing your needs From vision to design

When it comes to major IT projects, sometimes the end goal is clear as day, but the starting point and route to get there are a little fuzzy. Through a fast, comprehensive assessment of your business, operational and technical needs, Axway Professional Services experts can limit the unknowns, and help bring your project into focus.

Through a combination of on-site audits and services, our assessment professionals gather information and analyze their findings to help clarify your strategic and operational business objectives; determine your technical integration, translation, data exchange and security requirements; and design a detailed plan with solution options that complement — not clash with — your existing infrastructure and architecture.

Assessment Results

An assessment package from Axway Professional Services can help you:

- Identify and prioritize critical business needs
- Develop detailed company-wide implementation plans
- Design solutions that complement your existing infrastructure

Packaged offerings include:

- Needs assessments
- System audits
- ROI calculations
- System specifications

Axway Professional Services

Secure at build time		Optimize at run time	
<p>Assess</p> <p>We conduct on-site audits to quickly assess the business, technical and security needs of your organization and partner community.</p> <ul style="list-style-type: none"> ▪ Assessments ▪ Audits ▪ Preliminary studies ▪ Proof of concept (POC) ▪ ROI assessments 	<p>Enable</p> <p>We employ our extensive knowledge of industry best practices to help you rapidly deploy solutions in a robust and sustainable way.</p> <ul style="list-style-type: none"> ▪ Architecture ▪ Consulting ▪ Full-scale project implementation ▪ Knowledge transfer ▪ Mentoring ▪ Pilot projects 	<p>Extend</p> <p>We help you extend your reach to partner networks and supply chains, and customize solutions to meet your exact needs.</p> <ul style="list-style-type: none"> ▪ Deployments ▪ New functions ▪ New services ▪ Platform reliability ▪ Scalability ▪ Upgrades 	<p>Manage</p> <p>We help you manage, maintain and tune your systems to optimize your investment and adapt to changing business conditions.</p> <ul style="list-style-type: none"> ▪ Hosted services ▪ Maintenance services ▪ Managed services ▪ Operations services ▪ Support and assistance services

Enabling your organization

From deployment to hands-on training

Once you have chosen a solution, getting the architecture, development and deployment right is critical. Make a wrong move, and repercussions can range in scope from minor and fixable to devastating and permanent.

Deployment

Benefit from our experience

Axway Professional Services can help you rapidly deploy the right Axway solution in a robust and sustainable way. We apply extensive knowledge, industry best practices and constant analysis to ensure a smooth deployment. Benefits to your organization include optimized operations that reduce costs, increased security, and simplified compliance with evolving regulations and standards. To ensure the most beneficial deployment, Axway Professional Services provides:

- **Business and technical consulting** to assess needs and implement the right solution, the right way
- **Architecture and design** of applications, systems and infrastructure
- **Customized implementations and integrations** tailored to your needs
- **Packaged services** that leverage our expertise and methodology with best practices, analysis and reporting

Team Training

Speed return on investment

Minimize learning curves and maximize your team's confidence with training for your Axway solution. Choose Axway training courses at locations all over the world. Or, eliminate employee travel and choose on-site training specifically tailored to your company, or virtual classes delivered in the cloud. Classes are taught by skilled, certified instructors and include extensive hands-on lab exercises.

Axway's training certification program offers privileged support, early access to the latest technical information, and the opportunity to choose from an elite list of Axway-certified contractors and consultants.

Packaged Deployment Services	
QuickStart packages	Leveraging Axway's experience with projects, QuickStart packages speed implementation, simplify resource planning and eliminate variable costs.
Custom deployment	Axway delivers custom deployment services to help your organization optimize operations, build and manage communities, and create a unified, consolidated infrastructure. These services leverage Axway's extensive experience in complex enterprise deployments and specialized vertical applications.
Upgrade and migration services	A best-practice upgrade and migration approach addresses business, technical, infrastructure and cost issues to ensure smooth assimilation and consolidation of legacy platforms and application data.
Project acceleration	When appropriate, Axway re-uses tested and optimized code and procedures from our large library of best practices, saving you time and money and speeding time to deployment.



Extending your infrastructure

From custom development to provisioning

Axway solutions create new ways to manage, share, secure and integrate organizations, applications and data. Axway Professional Services extend these capabilities — helping you apply innovation to solve complex problems and reach new levels of service and performance.

Axway Professional Services can help you customize your solution to meet your exact needs and establish connections to create global communities. You can extend your exchange platform through:

- **Functionality** — Provide new capabilities or connections to customers or partners.
- **Services** — Develop new services, access types or security modes.
- **Reliability** — Develop disaster recovery plans or extend capacity management.
- **Community** — Create your infrastructure to easily on-board new partners and manage large communities.
- **Performance** — Increase the performance of your Axway solution to handle more transactions and higher volumes.

Add-On Modules

Our pre-built add-on modules allow you to extend your Axway solutions to meet your organization's specific requirements while reducing the need for custom development. Add-on modules are available for:

- Axway Interchange
- Axway Secure Messenger
- Axway SecureTransport
- Axway Sentinel
- Axway Track & Trace
- SyncTools for the Axway Synchrony platform

Community Enablement

Axway Professional Services can help you

- Create an online trading community that brings you closer to key partners and customers
- Uncover new sources of revenue
- Cut costs by streamlining your supply chains

Our proven, start-to-finish methodology for building comprehensive B2B communities provides everything required to electronically connect your organization with your business partners — regardless of their size, what systems they use or how technically adept they are.

Axway Mapping Factory	
Fast and reliable map development	Our experienced engineers can create precise mappings for all of your trading partner or application mapping formats, including EDI X12, EDIFACT, XML, NACHA, X9, XCBL, Tradacoms, SAP Idocs, flat files and more.
Reduced and predictable costs	Axway Mapping Factory charges per map, not by the hour or day like other mapping services. Project scope (including a clear set of deliverables) and total costs are defined before any work is done, so there are no surprise charges.
Expert assistance	A dedicated Axway project manager oversees development, testing and implementation of all mappings, and is committed to ensuring that your Axway Mapping Factory projects run smoothly, accurately and on time.



Managing your environment

From staff augmentation to full managed services

Once your solution is up and running, Axway Professional Services can help you manage, maintain and tune your environment to:

- Maximize uptime and enhance performance
- Control costs
- Minimize disruption from upgrades and external changes
- Adhere to Information Technology Infrastructure Library (ITIL) practices at the strategic, operations and application levels

Operation Services

Axway can provide highly trained IT personnel — working on-site or remotely, full time or part time — with the specialized knowledge you need to keep your systems running at peak performance. You have complete control of your staff and operations; we provide experienced professionals to help with operations and management for the long or short term.

Managed Services

Allow Axway to take full responsibility for the services required to keep your platform running according to ITIL criteria — including release, incident, problem, change, and configuration management.

This SLA-driven service allows you to reduce software management costs, improve operational efficiency, and focus on your core business without increasing overhead or incurring expensive training costs.

- **Standard Axway Managed Services** provide a seamless extension of your product support contract, including incident management and proactive (regular or continuous) monitoring by local teams in your local language.
- **Complete Axway Managed Services** places an entire Axway team at your service. Onsite or remote teams are led by ITIL-certified project managers and equipped with robust tools and processes and full Axway commitment to your SLAs.

Axway Managed Services costs are outlined in a catalog of services, and we use fixed-price contracts, so you can rest assured that there will be no unexpected costs. We also understand that your environment is not comprised only of Axway software, so we include in our services all the middleware linked to our solutions in order to provide a true end-to-end managed services offering.



Learn more today

To learn more about how Axway Professional Services can help you assess your needs, enable your organization, extend your reach, and manage your Axway B2B, MFT, Integration, and Email Security solutions, contact your local sales representative, or visit www.axway.com.

For More Information, visit www.axway.com

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