



## **Enterprise Information Management Customer Projects**

OpenText Consultation, Installation and Configuration – PVA is an expert in the core OpenText product and all Open Text enhancement modules. We have successfully installed and configured hundreds of OpenText systems for various industries.

- Records Management – PVA maintains trained and certified staff members that can assist organizations with the development of a records management program and automate the program using OpenText’s Records Management capabilities.
- Process Automation – We are considered an expert in automating business processes for organizations using OpenText’s workflow and forms capabilities. We routinely assist customers in defining and implementing processes that result in consistent, efficient business operations.
- Separation of OpenText Instances – PVA has successfully separated OpenText instances in support of acquisitions and mergers. This typically involves standing up a new instance of OpenText and migrating data from an existing OpenText instance to the new system.
- Remote OpenText Administration Support – PVA offers remote OpenText Administration support. This cost-effective service allows organizations to put a service contract in place for a monthly fee, ensuring support for administration issues and upgrades. It is particularly attractive to small groups not requiring a full-time administrator or larger organizations that have a stable environment no longer requiring full time administration.
- Consulting (Custom Modules) – PVA provides OpenText consulting services including the development of system enhancement modules that interface with legacy systems.
- Commercial Modules – PVA has developed numerous modules to extend or improve system functionality. These modules are seamlessly merged into the overall system and have been sold world-wide.