

UPGRADE ASG-CYPRESS WITH EXPERT ASSISTANCE FROM ASG TECHNOLOGIES

ASG-Cypress Upgrade Services

UNDERSTANDING ASG-CYPRESS®

Ensure that your organization is taking advantage of the most up-to-date features of the ASG-Cypress solution by upgrading to the most recent release. An ASG-Cypress Upgrade, completed by expert ASG Professional Services Consultants, ensures that all components are upgraded quickly and comprehensively. The end result is an environment that maximizes usage of the most current functions incorporated into the ASG-Cypress solution.

MAXIMIZE YOUR SOFTWARE

An ASG-Cypress Upgrade follows a thorough, step-by-step process to review all aspects of your document output management delivery environment and related configurations – and then completes the upgrade itself.

The Upgrade Process begins by ensuring that ASG-Cypress system configurations are properly understood to minimize challenges during the upgrade procedure. Through project planning and status meetings and discussions, the ASG Consultant gathers all information to ensure comprehensive understanding of all upgrade requirements (e.g., whether or not your organization will also introduce new servers, browsers, etc. at the time of upgrade; integration with other business applications, etc.). An upgrade/site review document will be created – or may be appended to a Site Assessment Report, should one have been completed recently.

Once all requirements have been formally documented, the ASG-Cypress Consultant will complete the installation and initial configuration of the latest version of ASG-Cypress in one test environment. This includes upgrading the ASG-Cypress database and thorough testing of essential functionality.

The Upgrade Process concludes with the ASG Consultant providing support during a Customer Acceptance Testing period, as well as support during Production Implementation.

The ASG-Cypress Consultant is also available to assist with configuration of the Thin Client interface, adjustments to CPF programs, modifications to the ASG-Cypress Web interface, etc. Training for new users and/or new Administrators can also be scheduled with the same ASG-Cypress Consultant.

Further, the ASG-Cypress Consultant may help implement recommendations identified during recent Site Assessments, including DocuVault® Partitioning and Repack procedures.

LASTING VALUE TO YOUR ORGANIZATION

- ASG-guided upgrade, utilizing ASG-specified guidelines
- Thorough review of current usage, integrations, business requirements
- Access to new features to address current/future business requirements
- Implementation of recommendations identified during recent Site Assessments
- Improved leverage of existing investment in ASG-Cypress
- Increased Return on Investment (ROI)

Customer feedback to ASG-conducted Upgrades is highly positive. Most customers benefit from streamlined upgrade processes and gain confidence that the ASG-Cypress software is being managed consistently and in accordance with best practices. Utilizing the most recent version of the ASG-Cypress software ensures that your organization is taking advantage of all recently-introduced features, enhancements and fixes; is able to utilize current versions of browsers, the operating system, and Web Application Servers; and is fully compliant with both ASG and your organization’s internal requirements for software lifecycle support. ASG-conducted Upgrades are a powerful tool to help you maximize your investment in ASG-Cypress.

PHASE	PHASE 1 ANALYSIS / DESIGN	PHASE 2 TECHNICAL DEVELOPMENT	PHASE 3 IMPLEMENTATION SUPPORT	PHASE 4 DEPLOYMENT SUPPORT
DURATION	24 hours	8 hours	8 hours	8 hours
LOCATION / METHOD	Remote (Conference Call / WebEx)	Onsite / Remote	Remote (Conference Call / WebEx)	Remote (Conference Call / WebEx)
PARTICIPANTS	ASG Field Account Executive ASG-Cypress Consultant Customer’s ASG-Cypress Administrator Customer’s ASG-Cypress Business Stakeholders	ASG-Cypress Consultant Customer’s ASG-Cypress Administrator	ASG-Cypress Consultant Customer’s ASG-Cypress Administrator	ASG-Cypress Consultant Customer’s ASG-Cypress Administrator

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ASG Technologies | 1.239.435.2200 or 1.800.932.5536 | 708 Goodlette Road North, Naples, Florida USA 34102 | www.asg.com

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