

UPGRADE MOBIUS WITH EXPERT ASSISTANCE FROM ASG TECHNOLOGIES

Mobius Upgrade Services

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

MAXIMIZE YOUR SOFTWARE INVESTMENT

A Mobius Upgrade follows a thorough, step-by-step process to review all aspects of your enterprise content management environment and related configurations – and then completing the upgrade itself.

The Upgrade Process begins by ensuring that Mobius system configurations are properly understood to minimize challenges during the upgrade procedure. Through project planning and status meetings and discussions, the ASG Consultant(s) gathers all information to ensure a comprehensive understanding of all upgrade requirements (e.g., whether or not your organization will also introduce new servers, browsers, Web Application Servers, etc. at the time of upgrade; integration with other business applications, etc.). Details regarding the existing environment, including customizations, use of INEXITs (for Mobius for z/OS), etc. are also documented. An upgrade/site review document will be created – or may be appended to an Operational Analysis Report, should one have been completed recently.

Once all requirements have been formally documented, the Mobius Consultant(s) completes the installation and initial configuration of the latest versions of Mobius solutions in one test environment. This includes thorough testing of essential functionality.

The Upgrade Process concludes with the ASG Consultant(s) providing support during a Customer Acceptance Testing period as well as guidance during Production Implementation. However, should you desire assistance with the upgrade of the Production environment, the ASG Consultant(s) can assist with those tasks as well. At the conclusion of the project, the ASG Consultant(s) will produce a Site Configuration Document to record the details of the new environment and new configuration.

Training for new Administrators and/or end-users can also be provided as an additional component of the Upgrade process.

VALUE TO YOUR ORGANIZATION

- ASG-guided upgrade, utilizing established guidelines
- Review of current usage, integrations, business requirements
- Access to new features to address current/future business requirements
- Implementation of recommendations identified during recent Operational Analyses
- Improved leverage of existing investment in Mobius
- Increased Return on Investment (ROI)

VALUE TO YOUR ORGANIZATION

Customer feedback to ASG-conducted Upgrades is highly positive. Most customers benefit from streamlined upgrade processes and gain confidence that the Mobius solutions are being managed consistently and in accordance with best practices.

Utilizing the most recent versions of the Mobius solution suite ensures that your organization is taking advantage of all recently-introduced features, enhancements and fixes; is able to utilize current versions of browsers, operating systems, and Web Application Servers; and is fully compliant with both ASG's and your organization's internal requirements for software lifecycle support. ASG-conducted Upgrades are a powerful tool to help your organization maximize its investment in Mobius.

PHASE	PHASE 1 ANALYSIS / DESIGN	PHASE 2 TECHNICAL DEVELOPMENT	PHASE 3 IMPLEMENTATION SUPPORT	PHASE 4 DEPLOYMENT SUPPORT
DURATION	24 hours / variable *	Variable *	24-48 hours / variable*	16-24 hours / variable*
LOCATION / METHOD	Remote (Conference Call / Video conference)	Onsite / Remote	Onsite or Remote (Conference Call / Video conference)	Remote (Conference Call / Video conference)
PARTICIPANTS	ASG Field Account Executive ASG's Mobius Consultant(s) Customer's Mobius Administrator(s) Customer's Mobius Business Stakeholders	ASG's Mobius Consultant(s) Customer's Mobius Administrator(s)	ASG's Mobius Consultant(s) Customer's Mobius Administrator(s)	ASG's Mobius Consultant(s) Customer's Mobius Administrator(s)

* Dependent on the number of components to be upgraded

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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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