

# Total Solution for Your Success



## Dialogue education and consulting experts at your service

Exstream Software by HP is committed to ensuring that our software is performing at its best for our customers in companies of all sizes—and across industries as diverse as financial services, insurance, telecommunications, utilities, service bureau, government, travel & hospitality, and retail. We help you connect with your customers through more effective, fully personalized communications and provide organizations like yours with a wide range of flexible services, training, and technical support to maximize your investment in Exstream products. Ours is a **comprehensive total solution** that suits your needs—a one-stop-shop of experts who created the software and who know the ins and outs of your industry.

Our experienced consultants will work with you onsite, remotely, online, or by telephone to guide you in the development of applications, training, and troubleshooting and provide you with any level of support you need.

We offer a set of combined education and consulting services designed to accelerate knowledge transfer and jumpstart the completion of an initial application. Customers who take advantage of our service and support offerings have faster, more successful implementations and learn best practices by working with our total solution experts.

Our Dialogue solutions consultants have specific knowledge and understanding of our products and are dedicated to engaging our customers as partners, solving problems proactively, and delivering the right service, in the right place, through the right channel, at the right time.

“Our goal is to have 100 percent satisfaction among all our customers. We are not satisfied until our customers are in production and happy.”

Exstream Software by HP::  
Rich Troksa,  
General Manager,  
Enterprise Software





## Professional Services

With deep product expertise and extensive implementation experience, our solutions experts can help you through every phase of your development project using our software, from requirements definition to implementation to peer reviews and ongoing mentoring.

And because we recognize the urgency of getting significant communications to market on time, we strategically designed our remote application development Solutions Center (SC) to get customized document applications into production faster and with less risk. The SC is ideal for enterprises with limited time or resources for rapid application development.

Whether you need full life-cycle development or knowledge transfer services, our consultants will work with you to successfully execute your strategy. We offer a full, customizable, and flexible range of professional services that fall under five groups, including:

- **Educational Services**—Learn Dialogue from the experts in any of our robust, hands-on training experiences. Introductory and advanced classes are available throughout the year. You can attend classes at an Exstream facility in a traditional classroom setting, we can do onsite training at your location, or we can develop custom curriculum tailored to your company's specific needs and applications.
- **Standardized Services**—Utilize comprehensive, onsite, standard services, such as Accel<sup>SM</sup>, to develop and implement applications more quickly.
- **Packaged Solutions**—Leverage our growing portfolio of pre-built tools to free up your own resources and optimize your software development and performance efforts.
- **Customized Services**—Define a customized service strategy with our Professional Services team that can help you through every phase of transition to our software, including requirements definition, application development, implementation, and ongoing mentoring.
- **Business Transformation Services**—Transform your business by identifying opportunities to leverage the power of our software, identify areas for cost reduction and offer best practices to streamline operations.

“Exstream’s professionalism impressed us from the start. We have not only bought a more streamlined document automation solution, but we’ve also gained a valuable partner.”

Achmea ::  
Hans Dickerscheid  
Project Manager

Professional Services				
Educational Services	Standardized Services	Packaged Solutions	Customized Services	Business Transformation Services
• Onsite Training	• Accel <sup>SM</sup>	• Java Database Connectivity (JDBC) Connector	• Onsite and Remote Application Development	• Document Process Review
• Customized Training	• Start Up Implementation Services	• Oracle CC&B Start Up Package	• Staff Augmentation	• Transition Workshop and Plan
• Classroom Training	• Dialogue Live Implementation Services	• Data Transform Preprocessor	• Application Design Review	• Enterprise Integration Consulting
			• Best Practices / Mentoring	• Document Consolidation Services
			• Dialogue Version Upgrades	• Production Output Optimization
			• Functional Specifications Development	• Migrations and Conversions
			• Production Readiness Services	• Document and Marketing Communications Design



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## Educational Services

We understand the critical role training plays in your success so we provide the most robust, hands-on educational experience available, equipping users to fully exploit the rich features and functionality of our software solutions. We offer a full schedule of introductory and advanced classes throughout the year. We can also train onsite at your location, or a location convenient to you, and develop a custom curriculum tailored to your company's specific needs and applications.

Our trainers are 100 percent focused on your success using our products so they fully understand and deploy best practices for product training. You will receive expert instruction from experienced users of our software solutions with access to hundreds of high-volume, on-demand, and interactive applications across an enterprise, as well as access to the experts that actually build and support them. Our Dialogue training includes best practices for efficient application development, advanced design techniques, data and production techniques, system administration, and more.

And our training is flexible, as well. You can schedule and take the training classes you need, when you need them, and choose the most cost-effective option based on your need—whether it's to train one new project member at one of our training facilities or the entire project team at your own site.




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## Global Support

We are dedicated to ensuring successful implementation of our products by providing top quality, timely, accurate support. Our experienced support staff is ready to handle your questions should any incidents occur. To ensure our customers receive comprehensive support wherever their operations extend, we continue to grow our network of strategic office locations.

In addition to our comprehensive service offerings, Dialogue customers around the world can access 24x7 maintenance support via telephone, 365 days per year.



**Exstream's high level of support was invaluable to the Bravura Solutions project team because we could execute our mission without slowing down or affecting business.**

**Bravura Solutions ::  
Jon Molyneux  
Head of Output Management**



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