

# ***Your Solutions. Your Way. Together.***

*Xenos Professional Services:*

*Data and Document solutions designed, developed and implemented on time and on budget*



## **Your organization's challenge:**

**Provide adaptable solutions • Support the business strategy  
Improve service quality • Reduce operational costs  
Assure regulatory compliance • Maximize employee productivity**



## Expertise

- ePresentment for online statement viewing and information access
- ERM/ECM systems document archive migration/consolidation
- Integrated Document Solutions for personalized customer correspondence
- Document composition and assembly
- Print stream transformation, indexing, and repurposing
- Structured data handling, transformation and translation
- Electronic message routing
- Architectural design
- Application integration
- Custom component development
- Project management
- Print stream training
- Xenos product and application training

## Your Business Challenge

No longer confined to the back office, modern data and document solutions span many areas, both operational and strategic. Navigating the spectrum of potential offerings requires a team of experienced and knowledgeable experts comfortable with the nuances and best practices of a wide range of technologies. These include:

- Data capture, translation and routing
- Document composition and assembly for personalized customer correspondence
- Format transformation, indexing and repurposing
- Document and image archiving and migration
- ERM archive and ECM repository integration
- Multi-channel content delivery
- ePresentment
- Architecture and design of high volume solutions within legacy or SOA environments

Successfully implementing today's integrated document solutions poses a tremendous technical challenge for internal IT staff already heavily burdened with the demands of corporate application implementations and support. Internal staff often lack the skills, knowledge, experience or best practices necessary to design, develop and cost-effectively implement optimized solutions.

Organizations in a constant state of change face a substantial strain on internal resources. This endangers project implementation timeframes and the ability to meet service level agreements. In static legacy environments, specialized skills are lost as staff move on.

The time and cost for current employees to ramp-up technically are significant and often frustrating. In either case, the solutions delivered may not reflect the best implementation of technology appropriate for the business requirement, resulting in cost-overruns, missed deadlines, failed project deployments and unacceptable exposure to regulatory compliance risk.

“ We have a fantastic relationship with Xenos. The quality of service they provide is excellent and Bright Grey has received a lot of compliments from customers regarding the style and content of our documents. I would not hesitate to recommend Xenos.”

**Fraser Marshall**  
Development Manager  
Bright Grey



## **The Solution**

As an organization focused on the development and implementation of high volume data and document solutions, Xenos has amassed a wealth of domain-specific knowledge and best practices experience. We have a trained and responsive group with a track record of successful, on-time, and on-budget implementations.

The Xenos Professional Services team provides your organization with the opportunity to implement a flexible and extensible resource strategy, complementing your existing internal staff with a pool of seasoned data and document technology experts. Xenos ensures that business, functional, technical and performance requirements are met.

Xenos provides you with:

- Professionals with a reputation for a consultative and collaborative approach
- Proven methodologies, tools, templates and techniques to ensure immediate results at every stage of the project based on sound architectural designs
- Project definition, planning, architecture and management through implementation, configuration and ongoing support for a single application or entire enterprise solution

Our mission is simple:

Deliver the best customer experience possible while providing maximum return on investment.

## **Xenos Professional Services Packages**

Xenos offers both project-based and pre-paid Professional Services packages. Each is designed to help organizations optimize their existing or future investment in data and document technology. Choosing pre-paid service packages gives you the added benefit of significant hourly rate reductions and puts your organization at the front of the Xenos priority queue.

## **Benefits**

- Minimized risk
- Revenue growth
- Exceptional service
- Proven best practices methodologies
- Expert technical knowledge
- Rapid implementation
- Project confidence
- Maximum return on investment

“The service from Xenos has been very good and we’re just starting to scratch the surface of what we can use their product for.”

**IT Manager**  
Grinnell Mutual  
Reinsurance  
USA

## Document Solutions

### Print stream transformation, indexing, and repurposing

- Font correlation and creation
- Document breaking, appending and naming
- Indexing
- Packaging
- Content repurposing
- Bar code and hyperlink insertion, page overlays, forms, TLE insertion, comments insertion, logo insertion, masking
  - Resource versioning
- Content extraction
  - From print streams to XML, CSV
- Format transformation
  - AFP, Metacode, PDF, PDF/A, PCL, ASCII & EBCDIC Line Data, PostScript, TIFF

### Document composition

- EMC Document Science eXpression™
- eXpresso design clients for Adobe InDesign, Microsoft Word, Adobe Dreamweaver
- Personalized customer correspondence
- Transpromo
- Integrated Document Solution for document lifecycle management

### Application integration

- API and Web service integration
- HTTP, RMI, JMS, SMTP, FTP
- Print spoolers
- Watch directories

### Project management and consulting

### ePresentation for online statement viewing and information access

- High volume archive load e.g. IBM CMOD, FileNet P8, IBM ImagePlus
- Dynamic retrieval and on-the-fly transformation
  - Xenos OnLine™ for IBM Content Manager OnDemand

### ECM/ERM systems document and image archive migration/consolidation

- Mobius (MVS, Nets)
- IBM CMOD, IBM FileNet P8, IBM ImagePlus, IBM Content Manager
- In-house repository, archive and ECM applications
- CA SAR
- Global 360 (eiStream)
- Oracle Content Services, OCDB

### Architectural design and development

- J2EE, Service Oriented Architecture
- Unix, Windows, z/OS (MVS)
- Java, REXX, Web Services, C, C++, HTML
- Portlets, Struts, Servlets, JSP pages
- Application servers: Websphere, Weblogic, JBOSS
- Portal servers: IBM Websphere, LifeRay, Oracle

### Custom component development

### Education and Training

- Print stream training: AFP, Metacode
- Xenos product and application training

## Data Solutions

### Structured data handling, transformation and translation

- Data mapping
- Format conversion
- Data translations
- PDF forms

### Architectural design

- J2EE, Service Oriented Architecture,
- Unix, Windows, z/OS (MVS)
- Java, REXX, Web Services, C, C++, HTML
- Portlets, Struts, Application Servers, Servlets, JSP pages

### Project management and consulting

### Electronic message routing

- EDI, EBXML, FTP, SMTP, HTTP
- Web Services
- Local File Systems

### Application integration

- Application Servers: IBM Websphere, Weblogic, JBOSS

### Custom component development

### Education and Training

- Xenos product and application training

To learn more, contact Xenos today.

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