

RWS Connectors Deployment

Service Delivery

In order to facilitate globalization of customer content, RWS offers a number of Connectors for Language Integration options, developed in conjunction with key partners.

The Connectors for Language Integration options are available to customers and simple to install.

Regardless of simplicity, you may want assistance with system setup or even troubleshooting in order to get the best out of the integration. The Connectors Deployment service will provide the desired expertise to ensure full satisfaction.



AT A GLANCE

Key features

The Connectors Deployment service includes:

- Access to experts on Language Integration solutions
- Hands-on assistance with system configuration and general deployment
- Troubleshooting

Benefits

The Connectors Deployment service bridges the final gaps after installing the desired Connectors for Language Integration.

Key benefits

- Increase customer satisfaction
- Enable final solution rollout
- Easy access to expert assistance
- Provide recommendations for improvements to fine-tune the Language Integration solution to meet business needs

When to use

The Connectors Deployment service is available during the deployment phase. Ensuring correct configuration and setup from the beginning enables a quicker rollout and a smooth solution.

Delivery detail

Preparation

Gather as much information as possible on the issues or queries with which you would like assistance, for instance:

- List of questions
- Background information on your current setup
- Error messages (including screenshots)
- Steps to reproduce a behaviour

Delivery

The solution is delivered by RWS engineers remotely. Our experts assist with questions and issues to ensure that you can finalize your solution and maximize satisfaction.

The Connectors Deployment approach offers a package of resource hours, which are allocated and consumed resolving issues and responding to queries. The allocated hours will be used throughout tailored engagements, depending on your specific situation.

Connectors Deployment Service Package size

Solution size	Number of days
Standard	3
Premium	5

Getting started

Leverage RWS's Professional Services methods, tools and extensive experience with customer implementations across diverse industries and geographies. Tight integration with Training and Support puts the entire RWS team behind your success.

To learn more, contact your local RWS Professional Services representative, or visit rws.com

About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our customers to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise and smart technology.

Customers include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: www.rws.com

© All Rights Reserved. Information contained herein is deemed confidential and the proprietary information of RWS Group*.

*RWS Group shall mean RWS Holdings PLC for and on behalf of its affiliates and subsidiaries.