



## Key Services

- Tailored delivery schedule
- Remote or On-site
- Deployment Workshop
  - Project Planning
  - Deployment session
  - Full rollout project plan
- Expert Installation
  - Unlimited Installation services for Accellion products for the life of the contract
- Training
  - End-User
  - Administrator
- Migration

---

“Our experienced Professional Services team can help you deploy your Accellion products quickly and efficiently”

---

## From planning to training, Accellion offers a broad range of services to ensure the successful installation and usage of Accellion products in your organization

Our team of experienced professionals can support you through this process, whether you have purchased an Accellion solution for a small group of users or for thousands of users located around the world. These services are available independently or as a package to help your specific needs on site or remotely.

### Implementation Services

Every Accellion implementation involves a set of tasks that start with understanding your needs and finishes with “going live” on the new system.

Our team of experienced professionals can support you through this process, whether you have purchased an Accellion solution for a small group or for thousands of users located around the world.

### Project Planning & Management

Our Professional Services team can work with you to develop an implementation plan based on the products and services you selected and your timeline. Our project manager can act as the project lead or as a participant on an already established project team.

### Expert Installation

We can assign a Technical Services project manager to assist you for the duration of the project. The project manager can assist you with installation, deployment, software configuration and testing to make sure that each component functions correctly within your environment.

### End-User Training

Providing organizations a way to ensure end-users are productive and using Accellion products to the fullest extent possible with training on areas such as:

- What is Secure File Sharing
- How to get started
- Workflow capabilities such as collaboration and task management
- Enterprise Content Connectors
- Cloud Content Connectors

These are just some of the areas Accellion covers in training and can be customized based on your enterprise’s needs.

### Administrator Training

Prepare your organization on how to best set up Accellion products. In this training, you’ll learn things such as:

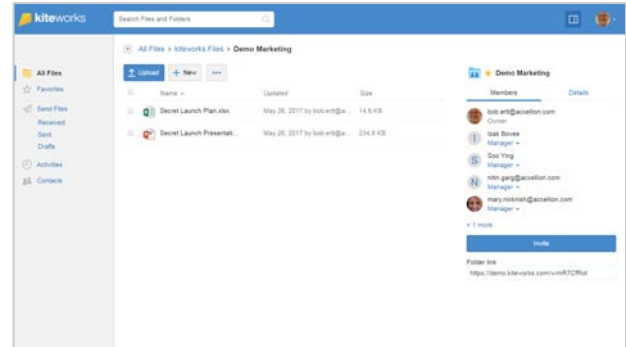
Installation and configuration of kiteworks including backup of configuration, monitoring storage, software updates and location mapping.

- Setup and manage authentication of users such as LDAP/Active Directory integration
- Generate reports and setup alerts
- Customize and branding of site
- Customize web client language

## Admin and End User Training



We will train your IT Admins on how to administer and monitor your Accellion System



End Users will learn how to use all options and features available to them

Just like in end-user training, if there are specialized training needs or require multiple sessions, a customized curriculum can be made to accommodate your organizational needs.

### Migration

Experts will assist you to ensure the process of moving from one platform to another is easy, smooth and reliable, thus limiting the downtime for both users and utilization of IT resources. The migration services provided can be as hands on as you need from walking you through the entire process and ensuring your new platform is set up and running, to providing guidance on how to best utilize migration tools.

### Professional Services Packages

#### Jumpstart Silver

With Jumpstart Silver, all services are made available in one package: a technical account manager to assist with your configuration and setup, training for both end-users and administrators, professional installation, and migration assistance to make sure everything goes smoothly.

#### Jumpstart Gold

With Jumpstart Gold clients receive the additional benefit of on-site visits, while receiving all of the other services, including an assigned technical account manager, training for both end-users and administrators, professional installation, and migration assistance.

### kiteworks Professional Services Offerings

Service	A la Carte	Jumpstart Silver	Jumpstart Gold
Technical Account Manager	X	✓	✓
End-User & Mobile Training	✓	✓	✓
Administrator Training	✓	✓	✓
Migration	✓	✓	✓
Installation	✓	✓	✓
On-site	X	X	✓

### About Accellion

Accellion, Inc. enables enterprise organizations to collaborate on content with external partners securely via private cloud. Enterprises can leave existing content where it lives today, and extend it outside the firewall without having to migrate content or disrupt their business workflows. Accellion's solutions are used by more than 15 million users and 2,500 of the world's leading corporations and government agencies including Procter & Gamble; KPMG; Kaiser Permanente; Latham & Watkins; National Park Service; Umpqua Bank; Cargill; and the National Institute for Standards and Technology (NIST). For more information please visit [www.accellion.com](http://www.accellion.com) or call (650) 485-4300. Follow Accellion's Blog, Twitter, Facebook and LinkedIn.

Email: [sales@accellion.com](mailto:sales@accellion.com)  
Phone: +1 650-249-9544

Accellion, Inc.  
1804 Embarcadero Road  
Palo Alto, CA 94303



ACC-DS-Professional-Services-0717 © Accellion Inc. All rights reserved

For additional information: [www.accellion.com/kiteworks](http://www.accellion.com/kiteworks)

Accellion

