

Support services

iiCon provides a range of front line system software support services that are designed to ensure that you extract the maximum benefit from your ECM system. Support packages are tailored to your operational requirements and can include a mixture of in-house and iiCon provided system administration.

All of our support services are subject to service level agreements and are actively monitored to ensure that the contracted levels of service are being met and that all required escalations are triggered appropriately.

iiCon supports iiConnect and all other applications that we have developed. iiCon is an accredited system implementation and first line support service provider for IBM FileNet, Captaris Alchemy, Global 360 and Kofax systems. iiCon also supports specialist hardware such as scanners and mass storage systems that we have provided as part of the ECM solution.

We provide first line support for many mission critical systems which have to be maintained at a high level of business availability, across extended operational hours, and for thousands of users.