

The background of the slide is a solid orange color. In the center, there is a large, light-orange graphic. It features a central icon of a person with a circular head and a rectangular body with a V-neckline. This icon is surrounded by a circular arrangement of dashed lines and solid arrows pointing outwards, suggesting a cycle or a process. There are also several small solid circles scattered around the central icon.

HOW TO CHOOSE AN INTELLIGENT AUTOMATION RESELLER

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About KeyMark

There is a lot of buzz these days about Artificial Intelligence and companies making their Digital Transformation. But companies can't be expected to become experts on every available technology. Enter: the case for this eBook. Intelligent Automation resellers can help a company to build the perfect solution. They offer anything from artificial intelligence and robotic process automation to capture, case management and workflow.

But when it comes to finding the right reseller it isn't always so easy. With so many things to consider, choosing a reseller can become a burdensome task. **This guide will help you simplify the process of choosing an intelligent automation reseller, giving you the most important factors to consider and ultimately allowing you to make a great decision for your organization's future.**



Why Choose a Reseller?

Resellers offer the total solution, and can recommend, based on experience, how to blend a variety of vendors to achieve an effective total solution. The best resellers, however, offer implementation and support after the sale. Make sure you select a reseller who offers both.



Choose a Reseller with Expertise

Selecting a partner with proven expertise in Intelligent Automation may not be a revolutionary idea, but it's crucial nonetheless. Many can create the appearance of expertise with flowery language and cherry-picked statistics, but only the best have years of proven experience with the technology itself.

Be sure to ask the right questions as you research a potential partner.

- How long have they worked with the technology?
- Are they an industry leader?
- Do they work with industry leaders?

For further proof of a partner's expertise, look for its employees' certifications. A team with certifications in their various software platforms can be counted on to create and maintain the best

possible solutions for your organization. The best resellers have employees that continue to educate themselves on their technology, and they never sell a product that they can't support.

Along with expertise in the technology itself, you should look for a partner with expertise in providing solutions for all types of business.

Certainly, the first thing to look for is evidence that your reseller has successfully implemented solutions within your own industry. However, solutions built for other industries are a sign of a well-rounded reseller. Are their solutions powerful enough to work with government entities? Is their security tight enough to provide solutions to an organization in financial services? The span of solutions a reseller offers can be a great insight into its overall ability to deliver results.

Find a reseller
with experience
in your industry
that can work
with you
regardless of
your location.



Choose a Reseller with Experience

In today's world, experience matters more than locale. When selecting a reseller, look for one who has experience in your industry, not necessarily one who is located within driving distance to your office. Not only does it make it easier on your organization, but a national reach is also proof of a partner with the resources and capabilities to take care of you. Other benefits can include:

- Support hours that aren't limited by time zone
- Managed services available in your region
- Reseller experience with companies of varying sizes, industries and areas

A partner that is limited by geography may not be one that can consistently meet your needs. Before you examine their solutions, make sure a reseller can work with you no matter where your organization is located.



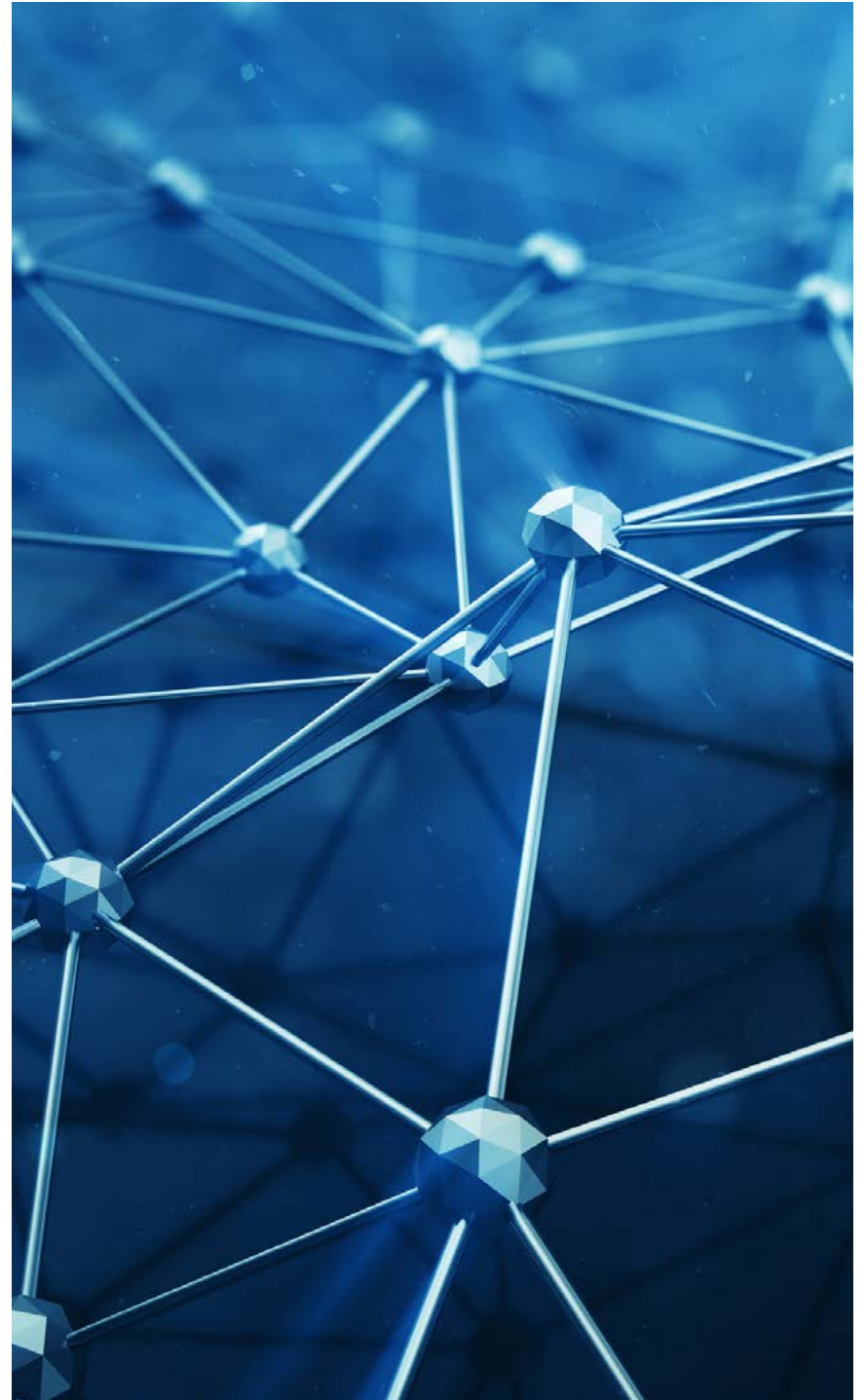
Choose a Reseller with the Best Technology

There are many intelligent automation solutions on the market, but only a select few are actually the best. How do you know which solutions have this distinction? The Gartner Magic Quadrant serves as a trusted, unbiased source for market research reports on information technology. Check out its latest rankings and see for yourself which companies sit at the top.

For example, one of KeyMark's top software partners, Hyland, has long been a leader in content management services with its OnBase solution. It's also important to consider technology providers that are visionaries in the technology sphere.

Another KeyMark partner, Blue Prism, has long been a global leader in the intelligent automation space, having even coined the term 'robotic process automation (RPA)'. RPA couples with artificial intelligence to help organizations enhance their digital transformation plan, and ultimately their productivity.

Look for a reseller that partners with these leading-edge providers, so you ensure you're receiving the best technology to help your company thrive. A complete body of technology solutions prove that a reseller can work with any organization, of any size and any scope, to accomplish any automation task.



Choose a Reseller with a Partner's Mindset



Arguably the most important aspect of an intelligent automation reseller is the approach that they will bring to your business relationship. Any company can sell you software and then leave you on your own as they move to the next sale.

It's crucial that you choose a reseller, with experience in your industry, who considers the strategy behind your total solution and what it will take to both implement and support your product, even as your organization evolves.

This relationship mindset is what separates a good partner from a great one. If you've narrowed down your choices, look for customer testimonials and speak to organizations that work with the reseller. What do they say about the relationship they maintain? Look for a reseller that:

- **Asks and cares about your long-term goals**
- **Seeks to understand what success looks like, for your organization specifically**
- **Dives deep into your pain points**
- **Offers 24/7 services and support**
- **Assigns a dedicated team to your organization's project**
- **Has great tenure with both its own employees and its customers**

When searching for a reseller of intelligent automation solutions, you should look beyond simply finding someone to sell you out-of-the-box software. To get the most value out of your solution, look for a reseller who will be your partner; a company that works alongside you to understand your business, creates a custom solution for your specific needs, and extends support during the entire process to ensure you receive the most possible value from your technology solution. Your partner should provide the best intelligent automation solutions on the market, a dedicated team to support you, and all of the resources you need for success. You shouldn't settle for anything less!

About KeyMark

KeyMark is a leading provider of intelligent automation solutions focused on enabling better business outcomes through capture (OCR), workflow (ECM), case management (DCM) and robotic process automation (RPA) solutions, artificial intelligence, and machine learning technology. KeyMark helps clients leverage technology, such as artificial intelligence and machine learning, to maximize productivity and decrease manual labor in industries such as: financial services, healthcare, insurance, manufacturing, distribution, utilities, logistics and the public sector.

Together, KeyMark, Blue Prism, OnBase by Hyland and Kofax help organizations to scale effectively and achieve operational agility by deploying a digital workforce that maximizes productivity and minimizes manual work. As a value-added reseller of today's leading intelligent automation solutions, KeyMark is one of a select few organizations worldwide to represent such a comprehensive list of automation capabilities with years of proven experience and award-winning Extended Support. Additionally, KeyMark is the creator of Forms InMotion, an innovative software-as-a-service solution for forms automation.

For more information, call 864-343-0500 or send an email to sales@keymarkinc.com.

