



UNLOCK THE FULL POTENTIAL OF YOUR SOFTWARE.

KeyMark’s professional services bring your newly purchased software from installation; to training; to support that lasts. Our Delivery Process provides efficient installation and implementation, and ensures that everyone on the team has a clear understanding of the software functionality and available support. With a **Net Promoter Score of 76** and **Gold/Platinum status** from our vendors, KeyMark is a recognized and certified ally for you.

DELIVERY PROCESS

DIRECT	ORIENTATION	Internal Kickoff, Client Orientation, Resource Planning, Engagement Team Assignment
	DISCOVERY	Project Discover, Functional/Implementation Specs Documentation, Spec Approvals
	DEVELOPMENT	Installation, Configuration, Development, Integrations
DEVELOP	QUALITY ASSURANCE	Validation of Client Test Plan, Internal Quality Assurance, Internal Acceptance
	USER ACCEPTANCE	Super User Training, User Acceptance Testing, Client Test Acceptance
	TRAINING	Change Management, End User Training
DELIVER	DELIVERY	Client Project Acceptance, Go Live, Project Close
	SUPPORT	Transition to Support





EXPERIENCE BY THE NUMBERS

267,544+
TOTAL PROJECT HOURS

HYLAND AWARDS

- ★ PLATINUM: 2005, 2007, 2008, 2010-21
- ★ DIAMOND SUPPORT: 2003-2018
- ★ GOLD: 2003, 2004, 2006, 2009
- ★ ALL STAR: 2000-2002

125 YEARS COMBINED EXPERIENCE

2015 BUSINESS PLANNING PARTNER OF THE YEAR

ONBASE CERTIFIED TEAM MEMBERS: **35**

1,962+

CUSTOMER PROJECTS ALL TIME

167 PROJECTS IN 2021

CERTIFICATIONS INCLUDE:
OCWE, OCI, OCWV, OCAPI



EXPERIENCE BY THE NUMBERS

19,587+
TOTAL PROJECT HOURS

KOFAX AWARDS

- ★ PLATINUM: 2008, 2009, 2011, 2016
- ★ DIAMOND SUPPORT: 2014, 2015
- ★ GOLD: 2021
- ★ TOP CSP: 2005, 2008

55+ YEARS COMBINED EXPERIENCE

KOFAX CERTIFIED TEAM MEMBERS: **15**

221+
CUSTOMER IMPLEMENTATIONS ALL TIME

18 PROJECTS IN 2021

CERTIFICATIONS INCLUDE:
KC10, KTM6, KTA7, KOFAX MOBILE

HERE'S WHAT OTHERS HAVE TO SAY:

“They made sure the process was smooth—if there were any issues, they made sure we understood all sides so we could make informed decisions.”

— SC MUNICIPAL ASSOCIATION

“We ended up with a very good product which has the opportunity to develop into something even better over time.”

— SC DEPARTMENT OF ADMINISTRATION

“Due to the competent, experienced staff, issues are resolved in good time.”

— CENTRAL MAINE MEDICAL CENTER

READY TO TAKE THE NEXT STEP?



CALL US

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OR EMAIL

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