# TrueSwift Enterprise Vault (EV) Services

## Delivering unrivalled expertise across all aspects of EV

Enterprise solutions require regular care and maintenance to ensure they operate efficiently and in line with vendor best practices.  While some organisations maintain good levels of operation, some solutions have not been actively managed. They may not be running as well as they should be and are often hosted on outdated infrastructure. Common reasons include an underestimation of the task or trained staff moving on.

### Comprehensive service offering from a highly skilled team

#### SERVICES

- Health Checks
- Upgrades
- Migrations
- Design & Re-Architecture
- Support & Maintenance
- Troubleshooting
- Training
- eDiscovery

#### KEY BENEFITS

- Reduce operating and business risk
- Maximise your investment
- Ensure your environment is working in line with vendor best practices
- Understand and exploit new product features
- Optimise end user experience

Based on an unrivalled pedigree, TrueSwift offers the complete range of EV service offerings, enabling clients to leverage our combined experience and knowledge of the platform to maximise their investment. Formed by members of the original 1997 EV development team, our employees have designed, implemented, and maintained over 400 enterprise EV solutions globally including many FTSE100 companies.

### Health Check

An unloved EV environment can lead to outages, poor user experience and a lot of support time. If small issues have not been identified when they arise, they can escalate to big problems and create more severe impacts on users and the business.

A thorough review by certified experts enables:

- Compliance with vendor best practices
- Maximised return on investment
- Optimised end-user experience
- Ensured data security and integrity
- Ongoing product supportability
- Reduced service desk calls
- Increased productivity

## Upgrades

New EV versions introduce additional features, functionality and address known product issues. Ensuring the solution is up to date reduces risk and helps maintain vendor support.

Some upgrades are more complex than others. Engaging with an expert reduces risk, minimises solution downtime and can have significant benefits should things not go as planned.

## Data Migrations

Technologies change along with corporate strategies and this may result in the need to decommission the EV platform.  As the solution contains critical business data, frequent access needs to be retained for legal, compliance or end-user reasons.

The secure, efficient migration of data from the proprietary EV format to a new target destination can be a complex task.

Using a combination of industry-leading tools, expert professional services, and a range of innovative delivery options, TrueSwift simplifies the migration of EV data, dramatically reducing risk and project timescales while maintaining the integrity of the data (chain of custody).

## (Re)-Design

Changes to EV platforms and corporate support for older operating systems can lead to the reduced efficiency of older EV environments over time.  In extreme cases, this can lead to under-performance and other support issues.

Sometimes, a refresh of the EV architecture may be required to solve these issues and ensure that the product remains in support.

## Support & Troubleshooting

With expert product knowledge and fast reaction times, TrueSwift engineers can assist with all forms of technical troubleshooting, root cause analysis and issue resolution. All versions, past and present, are supported.

Whether formal vendor support has lapsed or if immediate supplementary, hands-on assistance is required, TrueSwift's team of experts can assist.

## eDiscovery

With vast accumulations of critical business information, EV can quickly become a key target for data mining and eDiscovery.

This may be a regular requirement but for clients with limited eDiscovery experience, this can be daunting as the task is often associated with tight time deadlines.

TrueSwift offers a broad range of services:

- Design & configuration of EV Discovery tools

- Training and knowledge transfer

- Managed eDiscovery – building and executing eDiscovery searches across EV content, collating results and producing required reports for legal and compliance purposes.

**Learn More: www.trueswift.co.uk**

**About TrueSwift**

TrueSwift is an independent specialist offering data archiving solutions, PST discovery & migration, archived data migrations, eDisclosure and GDPR services.  Organisations of all sizes rely on TrueSwift's technical expertise and experience for the delivery of data management solutions that reduce their management and support costs while mitigating their risks of non-compliance with corporate and regulatory procedures.