



Services Provider Certification Program

As an ECM Services Provider consultancy, you face the challenge of delivering modern **EDRMS** (Electronic Document & Records Management System) solutions to your clients. An EDRMS project calls for highly specialized skills, knowledge, and experience. Few providers have what it takes to consistently deliver quantifiably proven EDRMS solutions. Your firm can gain a significant advantage however through RIMtech's **Certified Services Provider (CSP)** program. You can be **certified** in RIMtech's well-known **EDRMS Implementation Methodology®**. This certification will differentiate your firm as a leader in the delivery of electronic recordkeeping solutions for any technology platform. Benefits of certification:

- **Project Success** The RIMtech methodology greatly boosts the odds of EDRMS project implementation success for your client project.
- **Recordkeeping Credibility** Significantly boost your recordkeeping skills and credibility without hiring a records expert.
- **Stronger Proposals** Including RIMtech methods and skills on proposals will greatly strengthen proposals and deliver a strong competitive advantage.
- **Recognition** RIMtech is globally recognized as a thought leader in electronic recordkeeping solutions delivery.
- **Market Reach** RIMtech delivers quality educational content to RIM, IT, and legal professionals across North America.



Certification Requirements

Competency Training

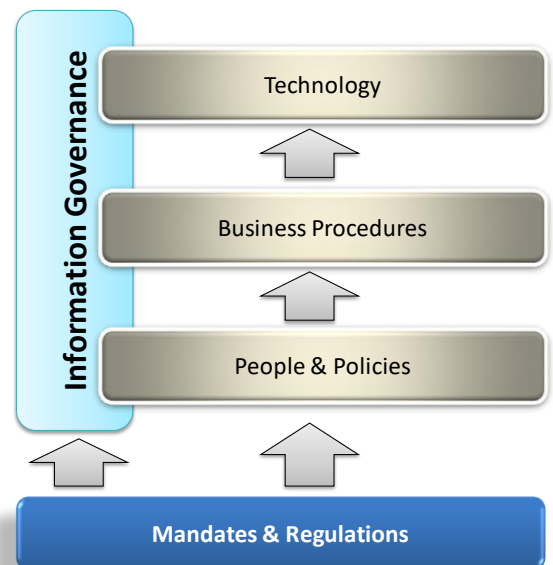
Your firm must have at all times a minimum of (3) individuals who have been trained on RIMtech's EDRMS Implementation Methodology®, consisting of a minimum of (3) days training delivered by RIMtech. The designated (3) trainees must fulfill the following roles:

- | | |
|---------------------------|---|
| ECM Specialist | Deep technical and operational knowledge of the host ECM platform, sufficient to design, configure, and deliver a complete solution custom-tailored to client requirements. |
| Project Management | Proven ECM project management experience with the planning, execution, and delivery of sophisticated ECM-based client solutions. |
| Sales/Marketing | A seasoned sales professional with strong experience in writing sophisticated product/solution proposals for competitive bids. |

Your firm may have as many people attend this training as you wish – there is no limit.

Vendor Neutrality

As a vendor-neutral consultancy, RIMtech does not have any affiliation with, or preference towards, any ECM platform, or recordkeeping software offerings within the market. ECM platforms and recordkeeping offerings continually change within the marketplace. RIMtech's EDRMS Implementation Methodology® is therefore independent of any ECM platform or recordkeeping software offering. Generally speaking, ECM services providers maintain various allegiances with ECM platforms and recordkeeping software vendors. These allegiances often shift with market conditions. RIMtech is agnostic to such allegiances – our goal is to help all ECM service providers deliver effective EDRMS solutions, regardless of the technology deployed.



Co-Promotion

Certified Services Providers agree to the following co-promotion activities:

- 1) You will show your RIMtech certification on your website. RIMtech will list your firm on its website as a RIMtech Certified Services Provider.
- 2) Your firm and RIMtech will jointly issue a press release announcing the RIMtech certification.

Terms and Conditions

- 1) Certification duration is 1 year. Automatically renews as long as conditions have been met.
- 2) The CSP may use RIMtech's EDRMS Implementation Tools during the term of the certification.
- 3) The CSP may use the RIMtech Certified Services Provider logo until the certification period ends.
- 4) From time to time, at RIMtech's sole discretion, additional "top-up" training may be required in order to preserve certification.
- 5) The certified services provider agrees that RIMtech owns the exclusive rights to the RIMtech EDRMS Implementation Methodology[®] and the various tools supplied by RIMtech.
- 6) RIMtech may revoke a certification if, in its sole discretion, your firm is not meeting its obligations, or is failing to provide services satisfactory to RIMtech.



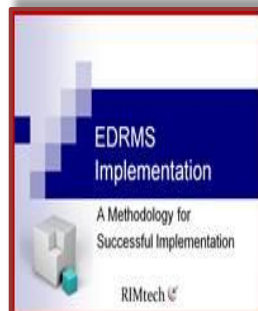
Strategic Advantage

As a CSP, your firm can better help your clients **successfully implement** sophisticated EDRMS solutions. Support your client's RIM Manager and help them develop the confidence they need to administer the project post-deployment. Configure the host ECM platform appropriately. Establish critical Key Performance Indicators for quantitative success measurement. Prove to your client that the system is working as promised and is delivering intended results. Integrate properly with appropriate business systems. Migrate records from legacy systems. Achieve enterprise-wide adoption. Below are the advantages a RIMtech certification will bring to your EDRMS projects:



Planning and Strategy	Detailed, rigorous project plans and resource allocation, budgeting.
Proposal Preparation	Stronger, more compelling competitive proposals that reflect the realities of the project and give your firm tremendous credibility.
Information Governance	Detailed, effective and sustainable RIM-compliant Information Governance Plans.
RIM Automation	Fully leverage the abilities of the recordkeeping software to automate recordkeeping operations, minimizing the dependence on end users for compliance.
ECM Configuration	Configure the host ECM platform for maximum RIM compliance and user adoption.
Knowledge Transfer	Deliver the knowledge and skills to your customer's RIM Manager and ECM specialist to give them the confidence to support the project post-deployment.
Enterprise Adoption	Deliver a comprehensive, well-formed plan to achieve enterprise adoption in any corporate culture.
Process and Procedures	Deliver written Standard Operating Procedures (SOPs) and System Performance Validations (SPVs) to document your custom solution, and prove its performance.
Prove Compliance	Prove the system is delivering RIM performance through well-defined quantitative measurements of key performance indicators.

Contact RIMtech today to learn more about how we can help your firm deliver better EDRMS solutions.



RIMtech

613-226-8468

www.rimtechconsulting.com