



exquando

the content professionals

Manage and communicate the content
about the infrastructure your business relies on



Company overview

Exquando is an independent company created in 2009 to help organizations in the development and continuous improvement of their documentation communication and management processes.

The expertise of Exquando is on developing the quality and flow of information and on ensuring users' buy-in for increased results. This expertise is founded on extensive practical experience gained during major information management projects for large public and private organizations over the last 10 years.

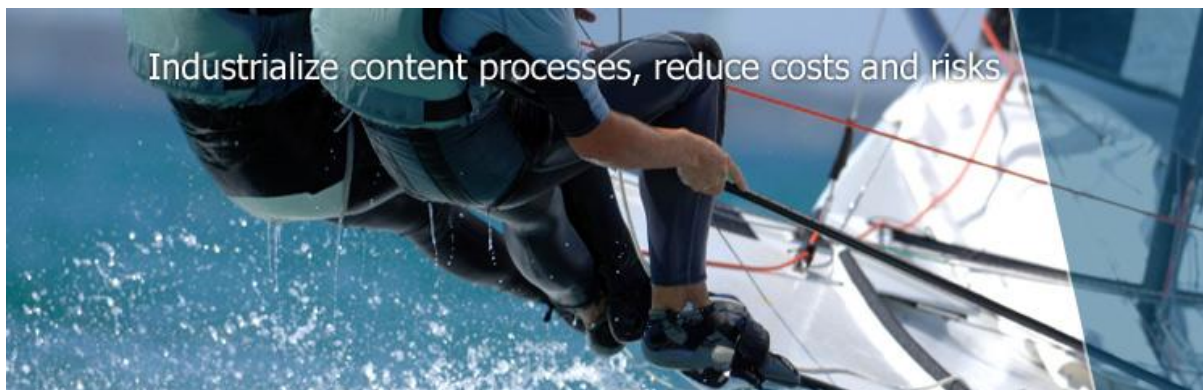
The vision of Exquando is to be the partner of reference in content services.

Our mission is to assist organizations to :

- sort out the content they need to efficiently run their business
- manage selected content into their Enterprise Content Management systems
- ensure effective communication and usage throughout their organization.

The range of services available from Exquando includes professional advice and services, and provision of specialized and trained staff through a shared services approach.

Today, Exquando is the only company with extensive experience in providing professional content services to the construction and pharmaceutical sectors.

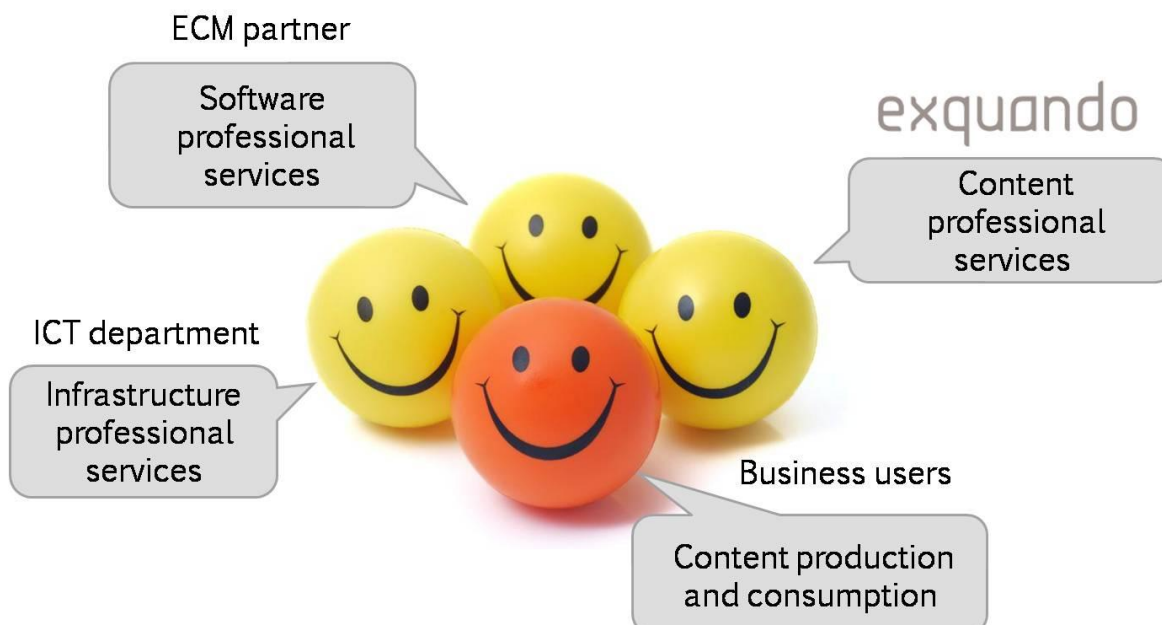


Exquando is a member of Document@work and BECI (Brussels Enterprises Commerce and Industry)

The Exquando content management ecosystem

Today, many organizations start addressing their content issues by deploying the latest information technology. An Enterprise Content Management (ECM) system is installed, licenses obtained for every user, people are trained to use the tool and encouraged to change their way of working. However, on many occasions, the process of change does not go as smoothly as planned.

Over and above information technology and systems, it is crucial that people understand the benefit of properly shared content and are supported by professionals in that part of their work activities. Exquando can bring together the knowledge and expertise necessary for organizations to increase the quality, security and flow of their shared content while at the same time gaining users' satisfaction and buy-in.



What we offer

Consultancy



Adopting new ways of working is not always easy. You need to be convinced of its necessity and be able to convince others. By discussing openly, listening actively and providing neutral viewpoint, we help clients identify their needs, address barriers to change and optimize results.

Together, we look at how

- content-related processes can be optimized and standardized, including through the adoption of a content governance programme
- expertise and knowledge can be centralized and developed
- the most appropriate content technology can be identified and implemented in a secured way.

Shared content services



The aim of shared services is to give access to specialized skill-sets and expertise to provide high quality services while enabling business leaders to focus on their core tasks. The principal benefits are economies of scale, process standardization, implementation of new technologies, and improved services and customer satisfaction.

Shared content services are more than just standardized technology and processes, it is also about understanding the business, the issues and the people who have to deal with them.

Shared content services are ultimately based on providing reliable information, quickly and widely disseminated to the business.

To get content management issues solved in a sustainable and cost-effective way, Exquando delivers professional shared content services, adapted to clients' needs and requirements.

Professional services



Companies can strengthen their internal expertise and knowledge by working with our content professionals to:

- rework and optimize their content-related business processes
- set up appropriate and centralized information management systems and associated services
- facilitate the interaction and resolve issues that might arise between shared content service customers and IT specialists
- execute the roll out of content-related business processes into the organization
- ensure that businesses processes are understood by all team members
- obtain customer buy-in of the shared services and of its information system
- ensure that all contents are captured and communicated properly
- enter content into the system (scan, OCR)
- provide assistance in information retrieval
- audit the system and proactively suggest corrective actions
- ensure the daily administration of the content management system
- provide audit and reporting.

On top of their technical skills and knowledge, members of the Exquando team have an acute sense of service. They are available to listen and understand clients' needs and issues, and have the capacity to facilitate collaboration between people. Most importantly, they want to be part of the team's efforts and contribute to the client's success.

Offshoring



Shared service centres are often considered cost sensitive, in terms of headcounts and labour costs. However, parts of the shared services operations – such as scanning, data entry, data consolidation, audit and reporting – do not necessarily require proximity to business users and can be easily offshored.

Our offshore staff is carefully selected and has years of experience in content handling operations. Available during your working hours, they operate with the best IT infrastructure and security certifications to protect your data. They are available, enthusiastic, determined and committed to help. They speak many different languages, facilitating collaboration and efficiency.

Content security



As part of our mission, we also encourage and help organizations to:

- assess their information security risks
- implement appropriate information security controls according to their needs
- adopt and improve activities that seek to address changes in the threats, vulnerabilities or impacts of information security incidents.

Content governance



Content governance refers to the overall management of the availability, usability, integrity, and security of the structured and unstructured content employed in an organization.

Exquando helps its clients to implement a content governance programme which involves:

- defining the owners or custodians of information assets in the organization
- developing a policy that specifies who is accountable for various portions or aspects of content, including its accuracy, accessibility, consistency, completeness, and updating
- defining processes on how content is to be stored, archived, backed up, and protected from mishaps, theft, or attack
- developing a set of standards and procedures that defines how content is to be used by authorized personnel
- putting in place a set of controls and audit procedures that ensures ongoing compliance with government regulations.



Exquando SA - Av Coghen 144 - B- 1180 Brussels | Tel/Fax +32-2-3438100

To find out more about Exquando SA, visit our website www.exquando.com