

Leveraging
experience
to yield the
greatest return.

Escher Group Limited

101 Main Street
Cambridge, MA 02142 USA
Phone: +1 617 234 8900
Fax: +1 617 234 8922

Escher Europe Limited

DMG Business Centre, 12 Camden Row
Dublin 8, Ireland
Phone: +353 1 479 0555
Fax: +353 1 479 0556

Escher UK Limited

Chancery Court Business Centre
Lincolns Inn, Lincoln Road
High Wycombe, Buckinghamshire HP12 3RE
United Kingdom
Phone: +44 20 8744 0977

Escher Asia Pacific Private Limited

#13-03, Singapore Post Centre
10 Eunos Road 8
Singapore 408600
Phone: +65 6745 7745
Fax: +65 6745 7702

www.eschergroup.com

©Copyright 2008 Escher Group Limited, Cambridge, MA USA
All rights reserved.

Riposte is a registered trademark of Escher Group Ltd. in the
United States, other countries, or both. All product names
mentioned herein are trademarks of their respective owners.

VEPS2008.01



Escher Professional Services

With You Every Step of the Way



Escher Group Professional Services provides comprehensive support, consulting and training to businesses within the postal industry.

Services may include executive level strategy sessions, project planning and organization, system design and implementation, staff education, and operational support.

Our expertise lies in the development of strategic technical architectures and customized solutions for automation projects of all sizes.

At Escher Group, we believe it takes a solid understanding of an organization's people and processes before technology can be applied to yield the greatest return. We know that technology is only one part of your business strategy. So, whether you are looking to optimize an existing Riposte® implementation or gain insight into critical management issues, Escher Group's Professional Services is here to help.

Our commitment to service means helping you to make maximum use of our products, and it doesn't stop there. We're with you every step of the way.

Retail Strategy

Escher Group has delivered solutions to the worldwide postal industry since 1989. Our team has a significant amount of industry knowledge and a detailed understanding of many of the systems in use in today's post office environment. We have expertise in areas such as retail point of sale, wireless technology, distributed systems, and technical architectures – and can offer advice on choosing suitable technology based on your requirements.

We bring years of real-life experience to our consulting engagements and a unique insight into the business of the post. You'll benefit from our ability to lead strategy sessions and assist with the preparation of business cases. Our team is also on-hand to analyze existing business processes and offer ways to apply best practices, and elicit and produce formal project requirements.



Project Delivery

We can advise you on the design of your system at the technical and application levels, and can even help create applications using the Escher product set. We are able to draw on a wide network of subject matter experts in helping to deliver customization and support services that complement and exploit your technology investment.

Deployment

As you begin system rollout, Escher is available for consultation and training services. Escher's training is presented by our experienced senior consultants and engineers, who have real-life experience in using the product and an in-depth knowledge of the underlying technology. There is considerable synergy between our training and consulting services, and this approach allows for follow-through from an initial training event into more detailed consultancy services.

Operations

As your implementation matures, we review the overall state of the project, to ensure readiness to move to the next stage. Areas that might be considered in such a review would be the fitness and completeness of the help desk and support organization, in addition to the raw technology. We also advise on the sustainability and scalability of the solution, and recommend improvements where necessary. Other services can include health checks, security audits, performance analysis, system tuning and system maintenance.

With Escher Group, you are getting much more than award-winning software. You're getting a team of professionals who are committed to your success every step of the way.

Working Together Toward a Common Goal

We practice a progressive and highly participative approach to services. Our primary objective is for your project to be successful, and to help you understand how to continue the process of growing and evolving your business solutions. We understand your business - and the commercial drivers affecting your market - and we work with your staff to ensure that the solutions developed are both desirable and practical. The focus of our work is on the development of solutions that deliver business benefits quickly and effectively – so that you make the most of your technology investment in the least amount of time.

Benefiting From a World of Experience

With offices in the United States, Europe, and Asia-Pacific, we are uniquely positioned to draw upon innovative people with a broad range of skills and experience. Our employees possess a wealth of real-world knowledge unparalleled in the industry. We are a unified team with a global, forward-thinking mentality. A team who knows that technology must enhance – not complicate – job performance.