

Nuance Document Imaging Professional Services

Remote Installation Services (RIS) Overview

eCopy ShareScan®

Version 6

eCopy ShareScan® v6

Overview

Remote Installation Services offer small, packaged services that are easy to order and require no Statement of Work. These are tailored to relatively small environments with a low degree of complexity.

Professional services that do not fit the description and limitations of the offerings in this brochure can be arranged through a bespoke statement of work. Please contact your Nuance account manager for such engagements.

Pre-Requisites

- NDI Professional Services provides a Site Survey document that must be completed accurately and returned to Nuance prior to the start of the engagement.
- Remote access to servers must be provided.
- All Nuance software must be downloaded prior to the start of the engagement.
- All servers and devices must meet the minimum specifications found in the product installation guide.
- Print device models and firmware versions, and must be compatible with Nuance products per the published supported device list

https://nuanceimaging.custhelp.com/app/imagining/supported_devices

Deliverables

- Remotely delivered installation and configuration of eCopy, eCopy embedded device software, and eCopy workflows per the scope and limitations specified in the following table.

Packages Scope & Limitations

Basic \$1,600	Standard \$3,200	Advanced \$4,800
Up to 8 hours	Up to 16 hours	Up to 24 hours
1 Server	1 Server	1 Server
Up to 5 Devices	Up to 10 Devices	Up to 20 Devices
Up to 3 Workflows	Up to 5 Workflows	Up to 7 Workflows
Part # 71-C51A-10211	Part # 71-C51A-10213	Part # 71-C51A-10212

- All services are provided in a single consecutive block of time.
- Workflows requiring scripts are out of scope.
- Software installation and configuration for products other than eCopy are out of scope.
- Documentation and training are out of scope.
- Services are limited to new installations. Server migrations, upgrades, or re-configuration are out of scope
- Device installations are limited to eCopy embedded device software
- Services are only delivered during normal business hours
(9:00 AM to 6:00 PM US eastern time)

Note: By ordering one of the Packages above by using the applicable Part number, you are acknowledging that such Package is provided pursuant and subject to your executed agreement with Nuance.



To learn more, contact your Nuance representative. www.nuance.com

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