



DOCUMENTATION

# Boost Efficiencies & User Adoption with Documentation Support Services

Reliable documentation that is **always up-to-date.**



iMIS Documentation Support Services provides clients with **personalized iMIS documentation**, tailored to your exact business processes and workflows. As iMIS evolves over time with UX changes and the addition of new functionalities, **your documentation will also evolve**, ensuring you will always have the latest version available for your staff to rely on.

Exactly what **you need.**

**We get it, everyone retains information differently.**

That's why we created our personalized iMIS Documentation Support Services to create personalized documentation using your iMIS instance and terminology.

**iMIS expert approved.**

**Enjoy peace of mind that your business process documentation is not only of the highest quality, but in the capable hands of iMIS experts.**

As iMIS introduces new features impacting your process documentation, you can count on us to automatically update your documentation.

*Typical documentation support requests include: renewals processes that occur just once a year, cross-functional knowledge sharing for smaller clients and departments, targeting specific functional areas that a team is responsible for, and inability to dedicate time and resources to maintaining current documentation.*

## Give users the **confidence** they need to succeed.

Whether onboarding new employees or teams, documenting infrequent and irregular processes, or implementing complex business rules, you'll have confidence that your staff are on the same page on how your important data should be processed and maintained in iMIS.

## Engage with **Documentation Support Services** to identify your documentation needs.

When you engage with Documentation Support Services, you'll unlock a dedicated Documentation Support Specialist to evaluate your needs and develop your documentation plan.



### **Dedicated Documentation Expert**

Your Documentation Support Specialist is your partner in understanding your business processes. They help you evaluate your needs and develop a plan for action.



### **Personalization Aligned to Your Business**

Documentation is personalized using your business terminology, screenshots of your iMIS instance, and we highlight important tips and best practices ensuring your staff understands your exact processes and how you perform them.



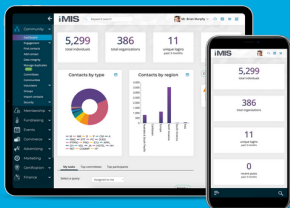
### **Quarterly Reviews & Evaluations**

As your business evolves and grows, your documentation will grow with you. Regular quarterly check-ins with your dedicated Documentation Support Specialist ensure that changes to existing business processes or new additions are accounted for.



### **Consistent, Automatic Updates**

As iMIS evolves to add new functionality, optimize the user interface and more, your documentation will **automatically update** to reflect the latest enhancements.



## Looking for Even More Convenience?

Access your documentation, conveniently *within your iMIS Staff Site instance*. Ask us about this new premium add-on service.

Contact your Client Performance Improvement Leader (CPIL) to learn more.

**iMIS**  
by asi