DocPoint Solutions
End-to-end Enterprise Content Management Solutions (CMS) Provider
Offering Consultation & Integration Services for the SharePoint Platform
ABOUT DOCPOINT SOLUTIONS, INC.

DocPoint Solutions, Inc. is a professional services delivery organization specializing in the implementation, customization, training and support of Microsoft SharePoint solutions and its integrated suite of products. As a Microsoft Partner with Gold Competency, DocPoint offers innovative enterprise content management (ECM) solutions that place organizations’ business processes, challenges and objectives as the primary system design criteria.

In 2008, DocPoint emerged as an affiliate of Quality Associates, Inc. (QAI), a firm with 30 years of expertise in document capture and content management. QAI saw organizations struggling with information—how to input, store, share and manage it—especially at the enterprise level. DocPoint recognized Microsoft SharePoint as the ideal platform to solve these challenges due to cost, compatibility and consumer familiarity, as well as added functionality from third-party solutions. DocPoint’s understanding of document control, information management and workflows, combined with experience using SharePoint as an ECM system, gives us the capability to analyze and understand customer requirements. Today, DocPoint has more than 500 satisfied customers representing nearly every business vertical.

OUR MISSION: SOLVING YOUR UNIQUE BUSINESS PROBLEMS

DocPoint operates on the premise that business goals provide the basis for technology solution design. With the belief that optimal business systems address challenges holistically rather than individually, DocPoint offers a unique needs analysis process that comprehensively addresses business processes and workflows. This yields strategic technology recommendations framed within an organization’s budget and timeline.

OUR PHILOSOPHY: SERVING AS YOUR TRUSTED CONSULTANT, ADVISOR AND INTEGRATOR

DocPoint brings a unique value proposition to the ECM space: consultation services that put business processes and challenges at the center of customer solution recommendations. Many vendors can implement SharePoint as a server technology, while others can develop technology pieces to solve business problems as they arise. Only DocPoint serves as consultant, advisor and integrator, analyzing operations from the perspective of where an organization is today and where it needs to be tomorrow.

OUR GOAL: MAKING YOUR BUSINESS A SUCCESS

DocPoint’s goal is simple: to make clients as successful as possible in achieving their business objectives by more effectively managing, sharing and collaborating on information across the enterprise. DocPoint uniquely recognizes that achieving defined goals is contingent on a solution design that works backwards from the business requirements within the framework of the overall business strategy.

OUR METHODOLOGY: PUTTING YOUR BUSINESS GOALS AT THE CENTER OF SOLUTIONS DESIGN

DocPoint employs a proven, three-phase Needs Analysis Process. Phase 1 defines the current state through stakeholder analysis, infrastructure assessment and cost-benefit analysis. Here, DocPoint outlines the “as-is” status of business processes and identifies workflows with the greatest return on investment potential. Phase 2 delineates the solution objectives and recommends process improvements through GAP and efficiency analyses. Phase 3 yields a phased implementation plan complete with vendor solution comparisons.

DocPoint experts then implement, install, configure and deploy the system; migrate data and perform all technical tasks; train staff; and administer and maintain the system. Throughout, DocPoint adheres to the strictest project management procedures, ensuring that customers receive regular status reports spanning every element of project design, execution and acceptance.

ECM Needs Analysis Process

| PHASE 1 | AS-IS ASSESSMENT AND BUSINESS REQUIREMENTS |
| PHASE 2 | SOLUTION OBJECTIVES AND PROCESS IMPROVEMENTS |
| PHASE 3 | PHASED IMPLEMENTATION PLAN |

TYPICAL DELIVERABLES

- Stakeholder Analysis
- Cost-Benefit Analysis
- Infrastructure Assessment
- GAP Analysis
- Business Process Scenarios (Current “As-Is”)
- Recommended Business Process Changes
- Proof of Concepts
- Risk Management Plan
- Draft and Final Recommended Solution
- Phased Implementation Plan
- Technical Analysis and Infrastructure Findings Report
- Training Plan

Our Needs Analysis Process is agile and scalable, giving us the flexibility to adapt to a shifting business environment and changing company needs throughout the process.
OUR CAPABILITIES: MEETING ALL YOUR CONTENT MANAGEMENT NEEDS

While DocPoint specializes in SharePoint consulting, our corporate capabilities encompass many more aspects of the document and information management space. DocPoint is proficient at migrating and managing content in cloud environments, and readily supports on-premise, cloud and hybrid deployments.

GENERAL
Business Intelligence
Solutions for Every Industry
Workflow
Automated Business Processes
Portals
Work as a Team
Search
Information at Your Fingertips
Web Content Management
Document Management Solutions
Business Analysis
Aligning Technology with Business Goals
Customer Relationship Management (CRM) and Office 365
A Powerful Combination

Migration
2003 > 2007 > 2010
> 2013 > 2016 > O365

Governance
Building Records Management and Compliance Plans
Hosting
FedRAMP Certified Solutions

OUR PEOPLE: ASSIGNING THE BEST AND BRIGHTTEST

DocPoint’s management team comprises seasoned professionals with extensive background in managing and executing complex projects. Each project team member fully understands the SharePoint platform and possesses experience in the specific ECM-related discipline associated with the unique team function fulfilled, such as:

• Business Analyst
• Document Management Specialist
• Graphic Artists/Web Designer
• Help Desk Support
• Microsoft SharePoint Administrator
• Microsoft SharePoint Architect
• Microsoft SharePoint Developer
• Project Manager
• Senior/Mid Systems Analyst
• SharePoint Third-Party Plug-In Product Specialists
• Subject Matter Expert
• Trainer
• Quality Control Analysts

In particular, our technology experts, complemented by our vast partner network, know the marketplace and can identify a range of vendor solutions to meet customer requirements and budgets. Through a combination of candidate qualifying and recruiting processes, DocPoint matches team members to specific customer needs and business environments. In assembling each team, synergy is uppermost, assuring that team accomplishments consistently exceed customer expectations.
OUR MARKETS: OFFERING EXPERTISE IN YOUR INDUSTRY

DocPoint possesses wide-ranging experience in virtually every business vertical serving federal, state and local governments, as well as private businesses and organizations of every size. DocPoint maintains a GSA Schedule 70 Contract - # GS-35F-0654W. On a daily basis, our solutions help our public sector clients economically obtain all the central management, governance and security controls they need while promoting information flow.

OUR PARTNER NETWORK: ALIGNING DOCPOINT SOLUTIONS WITH TECHNOLOGY LEADERS

The DocPoint staff are technology experts, proficient in the capabilities of both current and emerging marketplace solutions. DocPoint also partners with some of the best firms in the industry to ensure our customers have access to additional tools and resources. Through our partner network, DocPoint can identify a range of vendor solutions to extend SharePoint’s functionality, while meeting customer requirements and budgets.

WHAT OUR CUSTOMERS SAY...

“What sets DocPoint apart is not their SharePoint expertise, although such proficiency is critical to our business. It is the depth of experience DocPoint possesses and its complete understanding of document control, document management, workflows and how to use SharePoint as an enterprise content management system.”

—JAKOB MACIOLEK
Vice President, Technical Evangelist
Nintex

“From the beginning, DocPoint demonstrated a high level of knowledge and responsiveness. We were most impressed with DocPoint’s approach – prior to implementation, the company performed a thorough analysis of our business requirements to understand exactly what we wanted to accomplish. DocPoint has been a great partner for us, not simply a solutions provider, and we are looking forward to working with them on future projects.”

—JOHN STONE
Corporate Director of Accounts Payable and Purchasing
NHS Human Services

“The DocPoint staff are true professionals, experts in what they do and capable of problem-solving at the highest level. They listen carefully, provide insightful opinions and deliver fully responsive solutions that meet all our needs.”

—CARLA LYNN HALMON
Chief Information Officer
Navy Medicine Professional Development Center

“DocPoint Solutions is not just a great technical resource, but also an expert when it comes to understanding both the objectives we hoped to achieve with our SharePoint site and the optimal content to populate it. These capabilities set DocPoint Solutions apart, as does the firm’s ability to generate ideas on how to use our solution to best advantage.”

—MAXINE GIVEN, CPA
Senior Director of Finance and Administration
The Fund for Johns Hopkins Medicine