Tridion Professional Services

Combining expertise and product excellence

Working with Tridion's Professional Services isn't just about implementing software; it's about transforming your business operations to achieve unparalleled efficiency and competitive advantage. Our expert team offers a suite of services to cater specifically to your unique business needs and provide you with the expertise and insight to advance your organization's ambitions in a global marketplace.

Why choose us?

We're more than a vendor

We're here to help you with new initiatives, operational deployment, iterative improvement and all your ongoing Tridion use, whether your systems are hosted on-premises or in the cloud.

Thanks to our global reach, we have the expertise to support you through all the nuances of international rollouts. Working with us creates a strategic partnership for growth as we contribute to your long-term strategic planning and goals – no matter where you are in the world.

> "RWS stood out by asking to be involved in our engagement with the business... Their local presence and proactivity, combined with the product features we wanted, made RWS the right choice for us."
>
> Danica Shi, Translation Manager, **Xiaomi**

Accelerated, cost-efficient implementation

Experience rapid and effective software deployment, reducing time to value and smoothly navigating change management challenges. Our team can get your systems up and running far quicker than the industry standard, ensuring your business gains a competitive edge.

Investing in Tridion doesn't just mean acquiring cutting-edge software; it's a strategic decision that leads to substantial long-term savings. Our efficient implementation process reduces upfront costs, and ongoing optimization translates into reduced operational expenses. By choosing Tridion, you're not only streamlining your processes but also ensuring sustainable savings and an impressive return on your investment.

Diverse partner strategy

We work closely with partners and clients as prime contractor or subcontractor, depending on what you need. Our partner network includes Resellers, Solution Partners, Technology Partners and Certified Training Partners. They have the specialized knowledge, skills and experience to provide richer content solutions to clients globally.

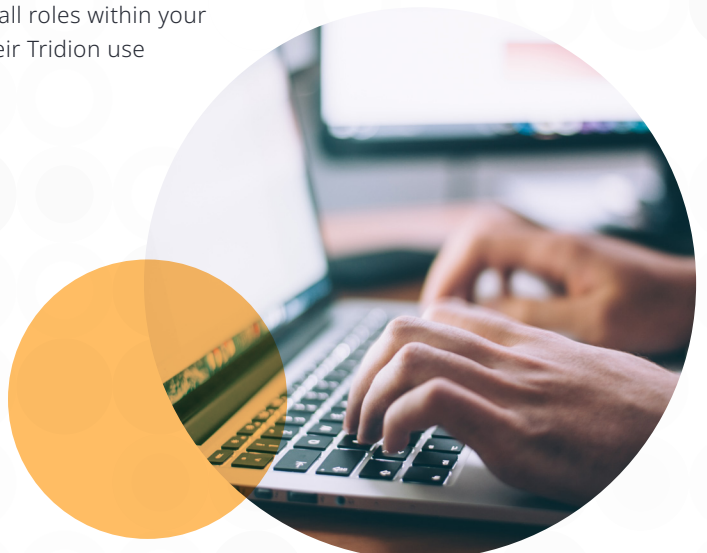Currently, more than 15 active RWS global partners support and advance our client solutions.

> "RWS is a partner in problem solving for us. Their resources have a high level of expertise with a deep understanding of the technology. On top of that they understand how this all connects into the content space. At the end of the day that's the key which is connecting the technology to what we are trying to do as a business."

Janet Brody, Associate General Counsel and Director of IT, **Financial Accounting Foundation**

Tailored training and support

From strategy and implementation design to day-to-day use, we're with you every step of the way with a wide range of education and certifications. We provide introductory and advanced learning through classroom training and self-paced eLearning, with additional support from peers and experts through the RWS Community.

Covering installations, upgrades, best practices, system administration, daily tasks and more, our training supports all roles within your organization, helping your staff optimize their Tridion use quickly and confidently.

"We could also use our own training content,
which brought confidence in us because our experience
in using Tridion Docs meant we could help get the other
teams up to speed quickly. This, combined with the help
we received from RWS Professional Services, put us in a
really strong position to demonstrate the value. This was
especially true during the Tridion Docs Best Practices
Workshop where new best practices were discovered,
tested and discussed."

Ryan Shubert, Technical Publications Manager, RUCKUS Networks, **CommScope**

Industry-standard security and compliance

We understand the importance of risk management in software implementation. Our Tridion services proactively identify and mitigate potential risks, ensuring a seamless integration into your business that's backed by the highest standards of security and quality.

Our commitment to security and quality management is exemplified by our adherence to leading industry standards. Our team ensure your data is managed with utmost care and precision. This dedication to stringent data management and security practices means that when you choose Tridion, you are selecting a service that not only enhances your operational efficiency but also significantly strengthens the security and resilience of your business.

Reduced complexity

We cut down on project complexity by providing specialized expertise, strategic guidance and efficient execution. We can assist in developing a comprehensive project plan that aligns with your organizational goals and objectives, mitigating any potential risks early in the project lifecycle.

Efficient allocation of resources, both human and technological, helps maximize productivity and minimize unnecessary complexities. Clear and effective communication between stakeholders ensures everyone is on the same page and reduces misunderstanding. And training programmes and knowledge transfer enhance everyone's skills to boost productivity and reduce errors.

Customized IT architecture and integrations

We can assist with IT architecture and integrations, ensuring all your systems work seamlessly together and support your business objectives. Based on a thorough analysis of your IT environment, we'll create a strategic roadmap outlining the integration plan and how it aligns with the organization's overall IT strategy.

> "Having the solid backing of a company like RWS empowered us to accomplish a mammoth and potentially disastrous migration from the old way of doing business to a method that is so much more strategic and efficient. The RWS team consistently supported our learning curve and made all the difference in this very successful project."

Robin Rielley, Senior Director of Documentation, **Informatica Corporation**

Streamlined migration support

With a holistic approach to migration, we'll guide you through all the complexities, ensuring a successful and efficient transition. Our team collaborates with a wide range of partners to enhance the effectiveness of our migration services, bringing in additional expertise, shared resources and support as needed.

Proactive consulting

Proactive consulting adds substantial value by preventing problems, optimizing processes, fostering strategic growth and positioning your business to navigate challenges more effectively. It goes beyond reactive problem-solving to contribute to the long-term success and resilience of your organization.

"I am really proud of how we have elevated the experience for our customers. Everything that the team have achieved in a short space of time is remarkable. The feedback that we received and the level of engagement with our customers is validating our digital experience strategy."

Raul Alvarez Barerra, VP of Global Digital Experience, **Radisson Hotel Group**

Enterprise-grade solutions

Implementing enterprise-grade solutions provides significant value and a wide range of benefits – when they're aligned with business goals and accompanied by effective change management, ongoing support and optimization.

Successful implementation requires careful planning, stakeholder involvement and a focus on addressing specific organizational needs. Tridion Professional Services brings decades of best-practice implementations and is best equipped to maximize the value of Tridion solutions in your global organization.

Invest in your success with Tridion

By partnering with Tridion's Professional Services, you're not just investing in software; you're investing in your business's future. Enhance the value and impact of your software investments and stay ahead in your industry with us.

To learn more, visit rws.com/support/professional-services or reach out to your sales representative.

About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: **www.rws.com**