



# NEWSLETTER

WELCOME TO THE NETCARE INTERNATIONAL NEWSLETTER A MONTHLY SNAPSHOT OF COMPANY NEWS FROM INNOVATIVE SOFTWARE PRODUCTS TO NEW BUSINESS PARTNERSHIPS AS WELL AS SIGNIFICANT INDUSTRY NEWS. THE PERFECT ACCOMPANIMENT TO YOUR MORNING CUP OF COFFEE.

## LATEST NEWS

### EXCITING PARTNERSHIP WITH MICROSOFT ANNOUNCED

In a significant stride towards innovation and excellence, Netcare International is thrilled to unveil its strategic partnership with tech giant Microsoft for Azure development and solutions. This collaboration promises to usher in a new era of possibilities.

Netcare's commitment to providing top-tier services takes a giant leap forward with Microsoft's expertise in Azure solutions. Together they're poised to revolutionize the industry, offering clients cutting-edge, efficient, and cost-effective solutions.

Stay tuned for what promises to be an exciting journey filled with groundbreaking developments and join us in celebrating this partnership, which is set to redefine the future of cloud technology.

**#Netcare #Microsoft #Azure #Partnership**



## IMPROVING YOUR BUSINESS THROUGH COMPREHENSIVE SUPPORT SERVICES

At Netcare International, we understand that the success of your business relies on a seamless operation across various domains. To address this need we offer a wide range of comprehensive support services tailored to meet your specific needs. From addressing day-to-day challenges to tackling major initiatives, our dedicated team is here to ensure your organization's continued success.

### SUPPORTING ACHIEVEMENTS

Achieving milestones and objectives is a crucial part of any business's journey. Our team is dedicated to supporting your endeavors, whether it's surpassing targets or attaining major accomplishments. We provide guidance, expertise, and the resources you need to reach your goals.

### HELPING USERS NAVIGATE DMS CHALLENGES

Efficient Document Management System (DMS) operation is essential for streamlined workflows. We specialize in assisting users in resolving DMS issues, ensuring smooth document

handling, access management, and technical troubleshooting.

### FRONTEND EXCELLENCE

The frontend of your digital platforms is the first point of interaction with your users. Our experts excel in resolving front-end issues and optimizing user experiences. We optimize your software applications, making them more user-friendly and efficient, ultimately enhancing customer satisfaction.

### EASY DMS SOLUTIONS

Navigating a complex DMS can be a daunting task. Our "Easy DMS" initiative aims to simplify and streamline your Document

Management System, making it user-friendly and efficient for your entire organization.

### VESTAS SERVER PORTAL (VSP) MANAGEMENT

The Vestas Server Portal (VSP) is a crucial element of your business infrastructure. Our experienced team is dedicated to the management and support of the VSP, ensuring its reliability, security, and optimal performance.

### THE ELEPHANT SUPPORT

Pioneered by Netcare International, "The Elephant" is our cutting-edge Software as a Service (SaaS) document management system. Equipped with a robust API,

it integrates seamlessly into your existing infrastructure. Primarily tailored for businesses grappling with large volumes of documentation, “The Elephant” serves as a powerful solution, offering efficiency and precision in managing big data document volumes. Whenever your organization faces intricate documentation challenges, lean on “The Elephant” and our support team to streamline and optimize your processes.

### **DCH (DOCUMENT COLLABORATION HUB) EXPERTISE**

Leveraging Azure’s capabilities, our DCH service focuses on document collaboration. Whether it’s about facilitating tasks, advancing projects or aiding departments that utilize DCH, our team is proficient at ensuring that your collaborative document management endeavors are optimized and supported effectively. Our goal is to provide unwavering assistance so that every feature of your business connected to DCH thrives.

### **MONTHLY PHOTO UPLOAD AND FAI PROCESS SUPPORT**

Quality control and documentation are vital for your business. We offer support for monthly photo uploads, often as part of the First Article Inspection (FAI) process. Our team ensures this critical process runs smoothly, contributing to your overall quality control efforts.

### **SEAL SYSTEM OPERATIONS AND MAINTENANCE**

For a reliable SEAL system operation, support, monitoring, and housekeeping are essential. Our experts are well-versed in maintaining SEAL systems, ensuring they operate efficiently and securely.

### **DMS AUTHORIZATION SUPPORT**

Your data’s security and privacy are paramount. We provide support for DMS-related authorization, including user permission management and security settings, to safeguard your sensitive information.

### **GRC APPROVAL**

Compliance with Governance, Risk, and Compliance (GRC) standards is vital. We are experienced in navigating the approval process assuring your operations align with industry regulations and standards.

### **RELEASE SUPPORT FOR MONTHLY MINOR RELEASES**

Staying Up-to-Date with software releases is fundamental for your business’s efficiency and security. Our team offers comprehensive support for monthly minor releases, including testing, documentation and user communication to keep your systems running smoothly.

**At Netcare International, we are committed to providing support services tailored to your organization’s unique needs. Whether you’re facing everyday challenges or embarking on significant initiatives, our expertise and dedication will help you achieve operational excellence. business’s growth and success.**

## **THE CASE OF THE MISSING IMAGES IS SOLVED**

An online shop without associated pictures certainly runs at a disadvantage to one that does have accurate and eye catching visuals. With work practices becoming fragmented over the years and the right protocol not always being followed rigidly, our friends at Vestas found that their online shop was suffering from thousands of missing images and so tasked us at Netcare with finding an efficient solution to be able to request, catalogue and ensure that the DMS at Vestas receives perfectly named batches of photographs that can be efficiently pushed out to the website.

Through a combination of process streamlining, tool development, automation and user engagement we are significantly improving the current system.

Find out more about wind energy solutions at [www.vestas.com](http://www.vestas.com)



# Q&A **EDGAR SVAZAS** *PRODUCT SUPPORT SPECIALIST*

With so many different roles at Netcare International we thought we'd show you exactly what some of our team are doing. We catch up with **Edgar Svazas**, one of our Product Support Specialists, who is doing some great work with Vestas Wind Energy to improve the way they use SAP DMS.

## Q. HI EDGAR, GOOD TO MEET YOU AND TALK ABOUT THE WORK YOU ARE DOING WITH VESTAS WIND ENERGY, COULD YOU JUST TELL US A LITTLE ABOUT YOUR JOB ROLE AT NETCARE INTERNATIONAL?

Hi, yes I have been with Netcare International for just over a year primarily recruited to provide product support both in-house and externally to our clients. At present I am heavily involved with the education and support for SAP DMS users particularly at Vestas Wind Energy.

## Q. WHY THE NEED FOR EXTERNAL SUPPORT?

Vestas are a large multi-national company with over 16000 staff spread around the world and with no formal training or defined methodologies surrounding SAP DMS, techniques and practices differ across different departments and individuals.

Over the years bad practices develop and these are just continuously passed down to new employees. The result of this is inefficiencies in daily operations and interaction between departments. With no formal training in place through videos or Vestas specific user manuals people are left to work things out for themselves leading to a whole range of different solutions to common problems.

It was interesting when we got feedback, as we developed our training manuals which describes the techniques Vestas use, that often different document controllers would say they didn't know these methods

and had completely different techniques to each other.

## Q. SO WHY DID THEY ASK NETCARE FOR HELP ?

Netcare have been developing software solutions to tackle issues with SAP DMS for a number of years and therefore we have the expertise to be able to impart our knowledge to users who have had no training or have just an enormous manual to try and work their way through.

We already provide technical support to SAP DMS users at Vestas and it was through this support, and the fact the same questions were cropping up all the time, that it became apparent that people really didn't know how to use the software efficiently.

Netcare are also supplying a software solution to replace easyDMS called 'The Elephant' and so it is crucial that users understand the principles and functionalities of SAP DMS in preparation for this.

## Q. HOW IS THE TRAINING DELIVERED?

At the moment we provide an extended session to a different group of users once a month, although the feedback we have is that they would like to do this more frequently to get even more people trained up.

We offer a structured part to the training and also a less formal Question and Answer session where users can bring their own DMS problems to the table and

hopefully we can give them answers straight away.

We aren't superhuman, although we are close, so sometimes we will revert back with the answers after the course. This is great for building up a database of problems and solutions which can be used as a great reference in the future for Vestas staff.

We continually assess as we go and ensure no one gets left behind.

## Q. WHAT DO YOU MOST ENJOY ABOUT THE ROLE?

One of the most rewarding features of the training to such diverse groups of people is that new problems surface that we haven't ever had to deal with and it is up to our training team to solve these and provide solutions back to the client. So as well as the employers we are learning on the job too which keeps it exciting.

## Q. AND WE SHOULD ASK WHAT DO YOU LEAST ENJOY ABOUT THE ROLE?

If I'm honest the constant need to update the training manuals can be a little tiring BUT it is only because we are all learning as we go so at the end of the day it is a good thing.

**It's often the admin side that is least enjoyable and we feel your pain but we are sure it is worth it in the end.**

**Thanks for your time Edgar, we appreciate finding out about your work with Vestas and wish you continued success.**

# NETCARE SERVICES



## SAP IMPLEMENTATION

Netcare International offers expert SAP implementation services, providing consultancy and fixed deliverables. With a focus on Document Management Systems (DMS) we excel in delivering top-quality solutions and provide services across various other SAP areas ensuring comprehensive integration and optimization for your business operations. Trust us for efficient and reliable SAP implementation that drives success.



## TREX EXPERTISE

Netcare International specialize in TREX Expertise services to enhance indexing and search functionality within SAP DMS. Our team is experienced in providing end-to-end operation of TREX installations. With a track record of optimizing and stabilizing indexes for over three million documents in SAP DMS we possess the expertise to enhance the efficiency and reliability of your document management system.



## CONTENT SERVER

Need content server solutions for SAP DMS installations? Our services focus on consolidating and optimizing the use of content servers to streamline document management processes. We consolidate content server solutions from worldwide installations into a single cloud-based setup to enhance efficiency, centralize document storage and improve accessibility. You can rely on us to optimize your content server infrastructure, delivering a smooth and scalable solution for your SAP DMS implementation.

## SAP DMS SOLUTIONS & ENHANCEMENT

At Netcare International we are committed to providing exceptional support services to optimize your SAP experience. Whether you require assistance with system upgrades or daily user support, we have the expertise and resources to deliver timely and effective solutions.

Trust us to streamline your SAP processes and provide comprehensive and tailored support when you need it.



- **RELEASE SUPPORT**
- **END USER SUPPORT**
- **ODATA SERVICES**

## GET IN TOUCH

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