

What is “ArcherSmart™”?

ArcherSmart™ stands for the quality of RSA Archer services provided to our customers. It represents the Gold Standard in Archer services and the pinnacle of excellence around customer care.

ArcherSmart™ represents a commitment by ComplyTec to:

- ▶ Always have the **best interests of the customer** as our Number One priority;
- ▶ Perform all **design, configuration, testing and deployment** tasks within the RSA Archer product based on best practices as outlined by RSA Security;
- ▶ **Not duplicate functionality**, meaning, modifications are not suggested unless the customer’s requirements cannot already be met by the out-of-the-box Archer use case;
- ▶ **Not create spurious custom applications** that may not be necessary;
- ▶ Not only explain “**how**” something is done in Archer but “**why**”;
- ▶ Guide customers in **breaking down data silos**, while advising as to how to avoid creating new ones;
- ▶ Help customers understand the value of what they have purchased in Archer and how to **maximize their return on investment**;
- ▶ Assist customers to understand that just because something **CAN be done in Archer doesn’t mean it SHOULD be done in Archer**.
- ▶ Share our **knowledge of how to configure Archer** with our customer so that they may build-out their internal knowledge base;
- ▶ Provide not only **the most experienced Archer technicians** to our customers, but **consultants with senior-level business** and industry experience, as well;
- ▶ Complete and total **customer satisfaction with our services**.

