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## Services

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<http://www.semantico.com/corporate/live/services.pdf>

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Semantico understands that its involvement in a software solution does not end when the client has signed off the solution and offers a comprehensive range of customer services and tailored support and maintenance agreements.

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# Services

- Customer support
- Application support and maintenance
- On-going customer account management
- End-user training sessions

Semantico understands that its involvement in a software solution does not end when the client has signed off the solution and offers a comprehensive range of customer services and tailored support and maintenance agreements.

Professional services available from Semantico include:

## Data consultancy

Document analysis and schema design, as well as planning data recovery.

## Information architecture

Facilitating requirements capture workshops, website walkthroughs and specification document creation.

## Consultancy

Drawing upon many years' experience in creating electronic products and platforms, access management solutions, content management systems and business models associated with online products.

## Hosting services

Semantico supports a number of hosting options for live, test and development servers. We offer a fully managed hosting service and can also support locally hosted managed solutions.

## Graphic and user interface design

Semantico has many years' experience in designing websites for the online information market and offers design services for the graphical and related interface elements of publishing platforms, paying particular attention to compliance with accessibility and usability standards. The company's designs have been widely recognised as setting a standard in this area. Awards where the quality of design can be considered a key factor include the 2003 Codie Award for Best Online Reference service, the Internet Magazine 2002 Site of the Year for Oxford Reference Online and Library Journal Best Reference for Routledge

Encyclopedia of Philosophy Online in 2000.

# Training

Semantico offers publishing clients full training and support in the use of the SIPP and SAMS products.