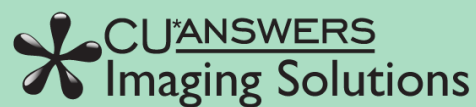# Release Control Options

For In-House Imaging Solutions

Options for Managing Software Releases
On Your CU*Answers In-House Imaging Solution

Brought to you by

CU*ANSWERS
Imaging Solutions

Congratulations! You have invested in an In-House Imaging Solution. How will you keep your investment up to date?

You have options. Everything from a high level of involvement to a hands-off managed service. What's right for you?

Release Control by CU*Answers Imaging Solutions

How you get your releases:

With this option, you will get your releases from the CU*Answers Imaging Solutions team. The Imaging Solutions team will QC-test the release, document it, and provide release training and implementation instructions to your team so you can take it to task. Further, they will make sure you are getting the necessary versions of code to leverage any CU*BASE features and functionality that pertain to imaging solutions. See our companion "Getting Your Releases from CU*Answers Imaging Solutions" guide for complete details.

### Your level of involvement:

You need to actually do the implementation of the release, attend release training and read the release notes. However, you will be notified of releases, you will be provided concise instructions, and help is available if you get stuck.

Cost:

$2,000 one-time system certification fee, and $150 monthly subscription fee

Pros:

☐ You are guaranteed not to miss out on features because you have the wrong version of code.

☐ We provide instructions on how to load the releases, as well as release training and release notes.

☐ We certify the release for functionality.

☐ Releases are low impact to your operations.
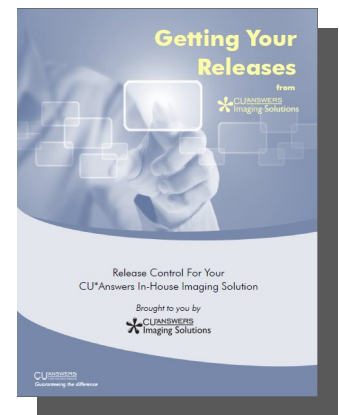
Cons:

- ☐ You must comply with certain requirements (outlined in the companion guide already mentioned), including loading releases by specified deadlines.

- ☐ There is a modest cost.

- ☐ You are involved in actually loading the releases.

Who should choose this release control:

- ☐ Do you want releases that are low impact to your operations to implement?

- ☐ Do you want to be sure your imaging solution is ready to go and will support any new imaging features or functionality that will be released as a part of CU*BASE or It's Me 247?

- ☐ Is it important to you that when you call support that they know which version of the code you're on?

- ☐ Are you indifferent to following requirements for system configurations so long as it works as designed?

- ☐ Are you willing to put in the effort to keep your system up to date and patched, even if you think the update may not effect your particular credit union?

- ☐ Is a well-defined and predictable release process important to you so you can plan accordingly?

- ☐ Are you willing to spend a little extra money to get the kind of release control you want?

- ☐ Are you okay with giving up some control in lieu of predictability?

If you answered yes to these questions, releases controlled by CU*Answers Imaging Solutions may be right for you!

Release Control by eDOC Innovations

How you get your releases:

You will receive a notification of availability of a new software release. You will need to call eDOC Innovations client support and they will provide the release to you. It is your responsibility to contact client support and request the software.

Your level of involvement:

eDOC's support team will work with you to load the release, but it is your responsibility to call and arrange to obtain the release.

Cost:

Enhancements to your existing software are included in your license agreement. Labor for keeping your system up to date are not included. Age and condition of your system and nature of the release, may require you to upgrade your system. System upgrades may require you to engage eDOC Innovations for professional services which are provided at an additional cost.

Pros:

☐ You have flexibility to load or pass on releases as you see fit.

☐ Costs can be less.

Cons:

☐ Versions of software released are a continuum: you receive the latest available versions of individual *.exe files at the time you call. This may lead to a situation of inconsistent versioning which can cause discrepancies and frustration in your support and documentation experience.

☐ If you're not diligent, you can easily fall behind and miss out on critical patches and features.

☐ Releases do not coincide with nor coordinate tightly with CU*BASE or It's Me 247 release timing or content.

Who should choose this release control:

☐ Is it important to you to be able to select which releases you load and which ones you don't?

☐ Do you wish to remain in complete control over your environment and system versus having someone set guidelines for you?

☐ Are you typically a follower versus a leader on the technology curve, and okay with not being able to leverage new features on day one?

☐ Are you comfortable with knowing you may be on a different version of the software than your peers, so long as you can move at your own pace?

☐ Do you typically subscribe to the, "if it's not broke, don't fix it" philosophy?

If you answered yes to these questions, releases controlled by eDOC Innovations may be right for you!

Release Control by eDOC Innovations Managed Services

How you get your releases:

You will receive a notification of availability of a new software release. You will need to call eDOC Innovations client support and they will provide the release to you. It is your responsibility to contact client support and request the software.

Your level of involvement:

eDOC's client services team load the release for you. It is your responsibility to call and schedule the release deployment.

Cost:

No additional cost for loading the release. This is one of your services covered under your Managed Services Agreement. Managed services agreements are a minimum cost of $500 per month.

Pros:

☐ You have flexibility to load or pass on releases as you see fit.

☐ Your involvement is minimal.

Cons:

☐ Versions of software released are a continuum: you receive the latest available versions of individual *.exe files at the time you call. This may lead to a situation of inconsistent versioning which can cause discrepancies and frustration in your support and documentation experience.

☐ If you're not diligent, you can easily fall behind and miss out on critical patches and features.

☐ Releases do not coincide with nor coordinate tightly with CU*BASE or It's Me 247 release timing or content.

Who should choose this release control:

☐ Is it important to you to be minimally involved in managing your server?

☐ Are you short on resources for server management or don't have the technical depth on staff?

☐ Do you wish to be able to select which releases you load and which ones you don't?

☐ Are you typically a follower versus a leader on the technology curve, and okay with not being able to leverage new features on day one?

☐ Are you comfortable with knowing you may be on a different version of the software than your peers, so long as you can move at your own pace?

☐ Do you typically subscribe to the, "if it's not broke, don't fix it" philosophy?

☐ Is it worth it to you to pay extra so you don't have to think about the steps of an upgrade and which buttons to push?

If you answered yes to these questions, releases controlled by eDOC Innovations Managed Services may be right for you!

Release Control by CU*Answers Imaging Solutions Managed Services

Coming in 2015!

Coming in 2015!

Releases controlled by CU*Answers Imaging Solutions **Managed Services** will combine the best features of all these different models. We will manage your server code releases and push the buttons for you. We'll take into consideration CU*BASE and It's Me 247 releases. And we'll deploy a uniform version of the code across clients to *guarantee the difference* in your release, support and education experience.

How do I get started with one of these choices?

☐ Release Control by CU*Answers Imaging Solutions

☐ Release Control by eDOC Innovations

☐ Release Control by eDOC Managed Services

☐ Release Control by CU*Answers Imaging Solutions Managed Services

Contact the CU*Answers Imaging Solutions team and we will get you signed up with the provider of your choice.

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Still confused about which release control option is right for you? We can help.

The CU*Answers Imaging Solutions team is in your corner. We will elaborate on the options, answer your questions and make sure you thoroughly understand so you can make an informed decision.

Ask us!

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