

ECM MANAGED SERVICES: OPTIMIZING YOUR ONBASE INVESTMENT

3SG Plus provides comprehensive ECM managed services designed to ensure you get the absolute most out of your OnBase investment. With over 20 years of experience in enterprise content management, our dedicated team extends your internal IT capacity, eliminating operational bottlenecks, resolving system health challenges, and driving continuous platform optimization.



CORE OFFERINGS

Platform Administration

Help keep your environment running effectively with routine maintenance, user security administration, proactive system monitoring, and environment configuration support.

Workflow & Process Optimization

Continuously analyze and streamline business processes, optimize digital forms, and develop new automated workflows so your platform grows with your needs.

Upgrades & Modernization

Keep your system current with upgrade planning, compatibility assessments, system integrations, and cloud migration strategies.

Continuous Improvement

Identify underutilized capabilities, eliminate manual processes, and establish an ongoing ECM strategy aligned with your organizational goals.

AI & Automation Integration

Incorporate Advanced AI, Intelligent Document Processing (IDP), and Natural Language Processing (NLP) to automate data ingestion, enhance document search, and drive intelligent process automation.

THE 3SG PLUS ADVANTAGE: PROACTIVE SUPPORT & VALUE

An ECM platform is only as valuable as your organization's ability to maintain, optimize, and evolve it. 3SG Plus bridges the gap between implementation and long-term success, serving as a trusted extension of your IT and Operations teams to maximize ROI and platform reliability.

ENGAGEMENT MODELS

Fully Managed Services

End-to-end administration for teams without dedicated ECM staff.

Co-Managed Services Supplemental capacity and specialized expertise alongside your internal IT.

Project-Based Services

Targeted support for upgrades, cloud migrations, and new workflow builds.

KEY BENEFITS

- Greater platform reliability & uptime
Faster issue resolution
- Reduced administrative burden on IT
- Optimized workflow performance
- Improved user adoption & satisfaction
- Clear path for future modernizations

VALUE

Dedicated Expertise

Eliminate the risk of lost institutional knowledge when staff turn over, backed by deep public sector and OnBase technical authority.

System Maintenance

Shift from reactive troubleshooting to structured monitoring, planned modernizations, and predictable upgrades.

Business + Technology Insight

Align technical capabilities with operational goals for smoother workflows and reduced administrative burden.

Flexible Scaling

Choose an engagement model tailored to your team's exact capacity.