



MakeDoc as a Service

Is your deadline approaching?

Do your programmers or operations engineers stay at work overnight, still too busy to go home?

Are you stressing out because of the new business requirement implementation or performance of your current environment?

Are you going to start a new project in an unknown environment with a strict customer service level agreement?

Did you just finish your project or system upgrade and something is wrong?

Is your customer requiring documentation of your completed project or system upgrade?

MakeDoc Documentation Service is here for YOU!

Service Scope

PIKE ELECTRONIC developed MakeDoc for TIBCO 3.2, which automatically generates solutions for all development, testing, and production environment issues mentioned above. Besides the standard MakeDoc product license, PIKE ELECTRONIC offers: [MakeDoc as a Service](#).

This is mainly aimed at companies using TIBCO's integration tools (BusinessWorks™ and Business Events™) and is tailored for all common environments (development, testing, and production) for the whole project lifecycle (from business requirements specifications to routine production environment operation). MakeDoc Service can cut almost **20%** of your project's time, saving 2 man-months of work! Your programmers and operations staffs don't have to stay overnight and deadlines will be nothing to worry about. Based on our experience, the greatest problems arise during new releases on a client's production environment, followed by documentation for development, mainly new projects. We offer the benefits of MakeDoc for TIBCO 3.2 to our customers without high capital commitments or having to worry about training, installation, etc.

All development, testing, and production environment services allow for an upgrade with MakeDoc's Quality Management feature, which strengthens the adherence to your company's development standards among your in-house, on- or off-shore development teams.



MakeDoc Service for Testing and Production Environments

Most companies have significant trouble with proper visibility into testing and production platforms. MakeDoc can:

- Automatically create the initial view into such a testing or production environment within hours and
- Continue to update the materials to reflect all the changes that will occur

■ 1. Onetime MakeDoc Service

Service Description

By ordering MakeDoc service our customer gets a onetime view of his testing or production environment in printable PDF, electronic HTML, and CHM (Microsoft Compiled Help) format.

Service	Scope	Price on demand
Send Me	<ul style="list-style-type: none"> • Handover via defined electronic interface • MakeDoc Service on Supplier`s premises • Transfer of electronic material to customer via defined interface 	
Allow Me	<ul style="list-style-type: none"> • Remote MakeDoc Installation • Remote and automated MakeDoc service • Remote MakeDoc removal from customer`s premises 	
Join Me*	<ul style="list-style-type: none"> • On site MakeDoc Installation • On site MakeDoc service • On site MakeDoc removal from Customer`s premises 	

* Without travel and lodge

■ 2. Continuous MakeDoc Service under a Service Level Agreement (SLA)

Service Description

Continuous MakeDoc Service provides the customer with regularly updated views of his testing and production environment. The advantage of this service is to view your platform and its dependencies across your whole environment on an evolving basis, which also you to compare snapshots with MakeDoc's Repository Analyst and see the testing or production environment's change over time.

Service (Minimum for 2 years)	Scope	1x per year Price on demand	2x per year Price on demand	4x per year Price on demand
Send Me	<ul style="list-style-type: none"> Handover via defined electronic interface MakeDoc Service on Supplier's premises Transfer of electronic material to customer via defined interface 			
Allow Me	<ul style="list-style-type: none"> Remote MakeDoc Installation Remote and automated MakeDoc service Remote MakeDoc removal from customer's premises 			
Join Me*	<ul style="list-style-type: none"> On site MakeDoc Installation On site MakeDoc service On site MakeDoc removal from Customer's premises 			

* Without travel and lodge

Permanent MakeDoc Service can also be provided on a fixed schedule, for example once per month, once per week, etc. In addition, PIKE ELECTRONIC provides full MakeDoc Service generation outsourcing for clients. This service is usually most beneficial to large enterprise development, testing or production environments, and for real time business critical applications. The Service Level Agreement would be drafted individually for each customer (for business critical deployments, MakeDoc Service could be set to update every couple of hours).



MakeDoc Service for Development

The MakeDoc Service cost is billed according to:

- The size of the project the customer wishes to document as defined by “documented units” (if you would like to calculate your exact cost, please download MakeDoc Documentation Unit Counter at <http://www.makedoc.com/download.php>; at the bottom of the page)
- Direct cost of specialist in case of on-site documentation

Service	Scope	Contract Type	Price per DU on demand	Price per ManDay on demand
Send Me	<ul style="list-style-type: none"> • Handover via defined electronic interface • MakeDoc Service on Supplier`s premises • Transfer of electronic material to customer via defined interface 	Service Contract - NDA (optional)		
Allow Me	<ul style="list-style-type: none"> • Remote MakeDoc Installation • Remote and automated MakeDoc service • Remote MakeDoc removal from customer`s premises 	Service Contract - NDA (optional)		
Join Me*	<ul style="list-style-type: none"> • On site MakeDoc Installation • On site MakeDoc service • On site MakeDoc removal from Customer`s premises 	Service Contract - NDA (optional)		

* Without travel and lodge

