What is "ArcherSmart™"?

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

❖ *ArcherSmart™ represents a commitment by Archer Experts 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;*
- *Document fully all modifications to a customer's Archer instance;*
- *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.*

LOOK FOR THIS LOGO

ON OUR WEBSITE, DOCUMENTATION AND PRESENTATIONS

AS YOUR ASSURANCE OF QUALITY AND OUR COMMITMENT TO YOUR COMPLETE SATISFACTION !