



Xerox DocuShare Professional Services



Xerox DocuShare® Professional Services

Improve business efficiencies and ROI by maximizing the performance of your content management system.

The Xerox DocuShare Professional Services team is 100% dedicated to DocuShare, and is very seasoned at planning and implementing a wide range of content management solutions. We ensure that your deployment is fast and your end users adopt quickly so you realize cost savings and ROI quickly.

DocuShare Basic Implementation Service

Our seasoned team helps you plan and complete a fast, easy, and smooth deployment. Core services include:

- Comprehensive system requirements analysis
- Proper hardware/software architecture and infrastructure
- Solution configuration and tuning
- Storage structure (hierarchy) and security requirements and design
- Content intake and process planning
- User and group set up
- Implementation of custom document objects classes and custom metadata
- Establishment of automated maintenance tasks
- Installation of DocuShare Windows Client
- Acceptance testing of the overall system
- Administrator and end-user training

While each customer's requirements differ, a standard DocuShare installation project is completed in just five days.

DocuShare Optimization Service or "Tune Up"

DocuShare consultants apply their expertise to ensure your system is running at peak performance and reliability. Our Optimization Service, or "Tune Up" delivers:

- **Improved security** – Audit, remediation, and best practices education around content security helps protect your organizations vital content from accidental disclosure or modification.
- **System reliability** – A full audit of your DocuShare server identifies performance and/or reliability issues. Training or retraining of administrators helps ensure that the repository is properly operated and backed up.
- **Improved return on investment** – Get the most out of your DocuShare investment by ensuring that your user community satisfied and are taking advantage of all of its features.

You also receive:

- Storage review & requirements forecasting
- Server platform & architecture review
- Administrator operations refresher / best practices review
- Product features update & user workshop

While each customer's requirements differ, a standard DocuShare Tune-Up project is completed in just five days.



Enabled by Xerox Content and Business Process Management Technology

DocuShare Upgrade / Migration Service

DocuShare was designed to make deployments and upgrades easy for IT and administration staff. However, in complex scenarios, you may need to enlist DocuShare Upgrade / Migration Services to reduce risk and maintain high levels of service for your end users while in transition. Typical situations include:

- Upgrading from older DocuShare versions, operating systems, & databases
- Migrating to new hardware
- Migrating from one database server platform to a new one
- Modifying server architecture, e.g. service locations, storage, web interface
- Addition of new DocuShare options

DocuShare upgrade / migration components are performed to meet your specific needs and system. Our professionals can efficiently:

- Review your existing infrastructure and operational issues
- Consult on overall system requirements and objectives
- Recommend new solution platforms (hardware, software, architecture)
- Develop test plans
- Perform and test trials and production upgrades
- Review installation, update, and configuration of DocuShare software
- Conduct acceptance testing of the overall system
- Establish automated maintenance tasks
- Deliver administrator and end user training

Most upgrade / migration projects can be completed in five to eight days.

Training Workshops

DocuShare training workshops can be delivered onsite or, in some cases, remotely. Training sessions can be adapted or developed to meet specific customer needs.

End User Training Workshop

- Introduction to DocuShare
- Application User Interfaces
 - Accessing DocuShare from the Web browser
 - DocuShare Windows Client Overview
 - DocuShare Outlook Client Overview
- Adding and Managing Content
- Permissions
- Using My DocuShare
- Working with Documents
- Using Notifications
- Searching for Content
 - Basic Search
 - Advanced Search
- Routing Documents

Administrator Training Workshop

- The Administration Menu
- Managing user accounts
 - Internal domain
 - LDAP
 - Active Directory
- Managing site content
- Access Policies
- Site Configuration
- Enabling Subscriptions and Email Agent
- Basic site customizations
- Basic troubleshooting
- DocuShare software updates and upgrades overview
- DocuShare architecture
- Database optimization
- Trashcan management
- Backups
- Command line utilities
- Add-on modules

Customized Training Workshops

Our team can deliver content based upon topics relevant to your organization's needs. Delivery can be onsite or via a series of live webinars that can be recorded and viewed on demand.

For more information, please call [1-800-735-7749](tel:1-800-735-7749) to talk to a DocuShare representative.



Want to learn more?

For more information please visit www.docushare.com or call [1-800-735-7749](tel:1-800-735-7749)

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