

Professional Services for Xerox® DocuShare®

Unlock the full potential of your project by calling in the experts.

Our team consists of skilled specialists who are experts in Xerox® DocuShare®. We offer customized implementation, solutions, and training workshops that are tailored to the specific needs of your organization. You can choose from a variety of options to ensure a smooth deployment, system audit, or product upgrade. Rest assured our specialists help you design and execute a seamless deployment. that we will take care of everything and provide you with a worry-free experience.



PROFESSIONAL SERVICE OFFERINGS FOR XEROX DOCUSHARE INCLUDE:

IMPLEMENTATION SERVICE

- Comprehensive system requirements analysis
- Proper hardware and software architecture and infrastructure
- Solution configuration and tuning
- Document storage structure (taxonomy) and design
- Setup of users and groups, access control policies and security settings
- Implementation of custom document types and custom metadata
- Creation of basic document workflows
- Setup of dedicated search interface and saved searches
- Integration with LDAP or Windows Active Directory
- Configuration of Windows Internet Information Server

- Creation of automated maintenance tasks
- Installation of DocuShare applications for Microsoft Windows PCs
- Acceptance testing of the overall system
- Administrator and user training

PERFORMANCE OPTIMIZATION SERVICE

- Perform an audit of the DocuShare server to assess performance, reliability, and security practices.
- Content storage review and requirements forecasting
- Server platform and architecture review
- Administrator operations refresher and best practices review

ADVANCED DEPLOYMENT SERVICE

- Installation and configuration of Xerox® DocuShare® LifeCycle Manager and Application Connector
- Setup of an advanced imaging solution fully integrated with DocuShare
- Installation and configuration of advanced workflow solutions, and workflow training

CUSTOMER PRODUCTIVITY RESULTS

Overall 25 to 35% improvement in productivity.

Turnaround shrank from 10-15 days to 24-48 hours.

Savings of approximately \$3.5 million over 5 years

Savings of 12% over the term of the contract; Total savings of \$421,000



MIGRATION SERVICES

Generally, an organization's IT staff can upgrade or migrate a current DocuShare® site. However, in complex scenarios, you may need to enlist Xerox® DocuShare® Upgrade and Migration Services to reduce risk and maintain high levels of service for your users while in transition.

Typical situations include:

- Upgrades from previous DocuShare versions, operating systems and databases
- Migrations to new hardware
- Migrations from one database server platform to a new one
- Server architecture changes, such as service locations, storage and web interface
- Addition of new DocuShare options

Based on your specific needs and implementation, our specialists can:

- 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 user training

TRAINING WORKSHOPS

A DocuShare specialist can deliver training workshops on site or, in some cases, remotely. We can adapt or develop a workshop to meet your specific needs.

User Training Workshop

- Introduction to DocuShare
- Accessing DocuShare from Web browsers and apps
- Adding and managing content
- Applying permissions

- Using My DocuShare
- Working with documents
- Using notifications
- Searching for content
- Routing documents

Administrator Training Workshop

- DocuShare architecture overview
- Account management
- Content management
- Trashcan management
- Site access policies
- Site configuration
- Basic site customizations
- Basic troubleshooting
- DocuShare software upgrades overview
- Database optimization
- Backups
- Command line utilities
- Add-on modules

Learn more at xerox.com/ecm