

# Professional Services for Xerox® DocuShare®

Enlist an expert when you need one.

A team of highly experienced Xerox® DocuShare® specialists can plan and execute a customized implementation, solution or training workshop tailored to your organization's needs. Choose from a menu of options to ensure a worry-free deployment, system audit or product upgrade.

## Xerox® DocuShare® Basic Implementation Service

Our specialists help you design and execute a seamless deployment. Core services can include:

- 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 UI 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

## Xerox® DocuShare® Advanced Implementation Service

For advanced content management implementations, we can plan and deploy the following DocuShare add-ons along with the Basic Implementation Service:

- Installation and configuration of DocuShare Lifecycle Manager
- Installation and configuration of DocuShare Application Connector
- Setup of an advanced imaging solution fully integrated with DocuShare
- Installation and configuration of Xerox Process Automation for DocuShare, including setup of a sample advanced workflow and training

## Xerox® DocuShare® Performance Excellence Service

DocuShare specialists apply their expertise to ensure your system is running at peak performance and reliability. This optimization service provides:

- DocuShare server audit to identify performance and reliability issues, as well as to evaluate security practices
- Content storage review and requirements forecasting
- Server platform and architecture review
- Administrator operations refresher and best practices review
- Product features update and user workshop



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## Xerox® DocuShare® Upgrade and Migration Service

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 Service 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

For more information, visit [www.docushare.com](http://www.docushare.com)

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