




Zavanta®

By COMPROSE

Overview

Technical Support & Services

A young woman with dark, wavy hair, wearing a white blazer, is smiling and looking towards the right side of the frame. She is holding a laptop, which is partially visible in the foreground. The background is a blurred office environment with warm lighting. The entire image has a light blue overlay.

“When we’ve needed technical support, your team makes us feel like we’re the only client you have.”

Allie Grossett,
Coordinator Brand Experience

Justice™

Technical Support

All plans include:

- Email support
- Access to all self-help resources including online documentation
- IT Security Center
- Single Sign-on and Active Directory API documentation
- MS SharePoint search API documentation. This API allows SharePoint to seamlessly search Zavanta and return search results to both the Zavanta portal content and internal SharePoint documents.



Teams Plans: Premium Support

- Scheduled phone resolution
- Response time up to 1 business day
- IT questionnaire (up to 2 hrs)
- SSO / API implementation consulting (1 hr)
- Access to senior technical staff at a reduced rate

Enterprise Plans: Enterprise Support

- Scheduled phone resolution
- Guaranteed SLAs – 4-8 business hours
- IT questionnaire (up to 10 hrs)
- ETL (Employee Automation)
- SSO / API / ETL consulting (up to 10 hrs)
- Access to senior technical staff at a reduced rate

Automate user management at scale.

Managing a large number of users, their roles and permissions while maintaining security is a major challenge especially as employees leave and new hires are added.

We support a variety of technologies that automate user management, saving IT staff time and headaches.

- SSO and Active Directory self-help tools are available to all customers.
- ETL (User Automation) is included in the Concierge Support Plan or may be purchased as an add-on.



Single Sign On (SSO)

Zavanta supports SSO so that users do not have to enter their username and password when they log into Zavanta. Zavanta can tap into the SSO they use for other applications. Employees simply log in once to access all their applications, including Zavanta.



API for Active Directory

With our RESTful API tool, developers can sync to Active Directory to add, delete, and update users as well as manage their groups.



ETL User Automation

With ETL, Zavanta can sync with other applications such as your HR system, to manage the user profiles, roles, and logins. (See Page 5 for details.)

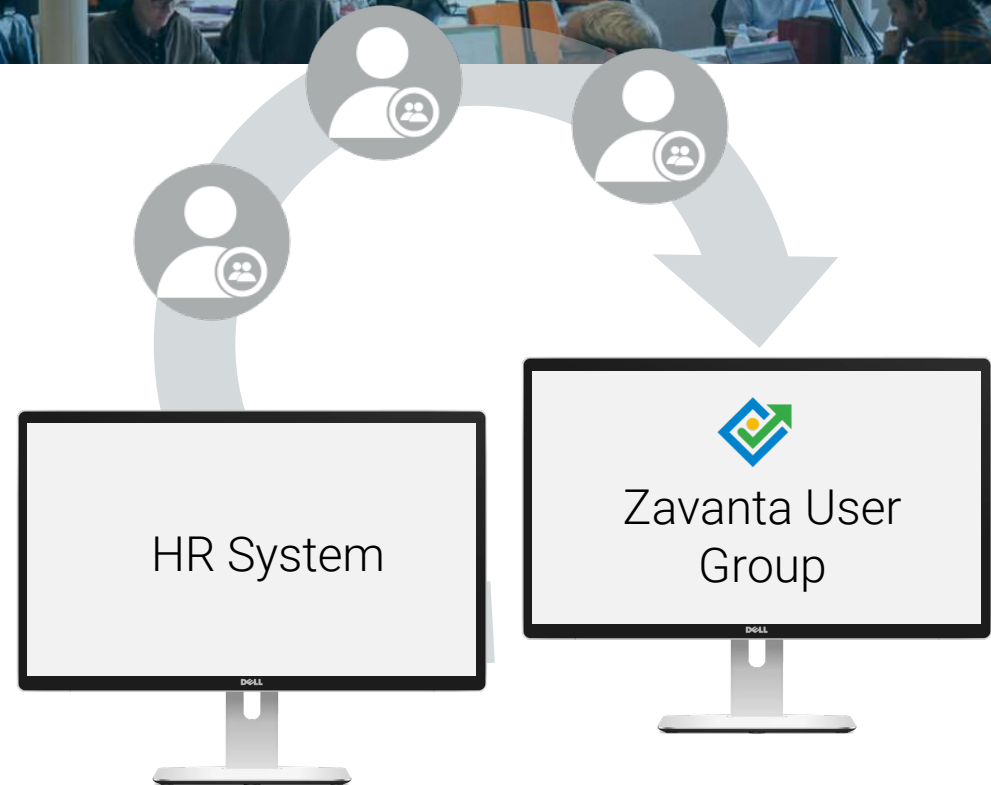
ETL User Automation

With ETL, Zavanta can sync with other applications such as your HR system, to manage user profiles, roles, and logins. Changes in the 3rd party application are automatically synced to Zavanta's User Manager.

Your organization defines the user attributes to be transferred and Zavanta does the rest.

ETL tools and support are available at no charge in Zavanta Enterprise subscriptions.

If you are not on the Enterprise Support Plan, you can purchase ETL tools and support as an add-on to your subscription.



Services Add-on:

Analytics Data Feeds

With **Analytics Data Feeds** we can export user activity and other analytics to a weekly report for your use in your Business Intelligence tools. If you have specific information you need, we will consult with you and set up the automatic report.

This data is formatted as a standard comma-delimited file for use in MS Excel or another tool.

Use Cases:



Some regulations, such as recent **DOJ guidelines**, require that you prove people are using policies and procedures. Your data feed can provide usage statistics on specific policies, search results, and more.



Managers can gain insights on where employees may need more help with usage data such as popular search terms and how long users stay on a specific pages.



You can track portal users' location, browsers used, who visits a page and more.