Signiant CDM Tune-Up Services

Signiant staffs the most knowledgeable and experienced technical specialists to ensure that you get the most out of the Signiant software you have in place. With Signiant tune up services, these technical specialists will help you accelerate the utilization and success of Signiant's Content Distribution Management software (CDM) throughout your organization.

One Day On-site Service
During the course of the one-day engagement, a CDM technical specialist will:

- Visit the customer for a full business day
- Meet with stakeholders to review goals, issues, environment and design of CDM implementation
- Examine the current implementation of CDM including:
    - Packages, scripts and logs to identify issues, especially with performance
- Lead a "best practices" discussion and interact with stakeholders to transfer knowledge as required
- Lend assistance and advice in scripting solutions as required
- Discuss and plan suggested upgrades of the CDM software
- Produce a written summary within 3 days of engagement
- Log cases with Signiant customer support as required
- Lead a follow-up telephone conference call within one week of the training engagement to review the written summary and actions items

Written Results Include:
- Environmental overview
- Current implementation description
- Issue identification
- Recommended best practices
- Action items for issue resolution and CDM optimization

General Information

Limitations

This engagement does not include Signiant CDM software, RedHat Enterprise Linux® or MS Windows® software, any hardware or hard copies of product documentation. All necessary hardware, software, and infrastructure components required are to be provided.

Fee

Please contact your sales representative for pricing and additional information.

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