

Fact Sheet

Problem Definition A Customer needs assistance to install and configure a new Livelink system quickly, and to establish an initial framework for managing information based on the organization's operating model.

- Solution Includes**
- Installation of Livelink server and modules
 - Configuration of Livelink server, Web server, database server
 - Design and implementation of a base community model (users & groups)
 - Design and implementation of a base information model (folder hierarchy, metadata)
 - Design and implementation of a base permissions model
 - Pre-designed workflow process
 - Implementation of a simple user interface customization at a selected location in Livelink
 - Strategy workshop including a high-level overview of Operational Modeling
 - Initial consultation with Customer Support representative

- Features**
- Consulting team that may consist of a Managing Consultant, Business Consultant and Technical Consultant
 - Planning - Project Objectives and milestones, task plan
 - Analysis and Design of a baseline model that includes:
 - Base Information Model
 - Base Community Model
 - Base Permissions Model
 - Installation of production Livelink server with modules
 - Configuration of baseline Information, Community and Permissions model
 - Pre-designed workflow map – automates request to add a new user
 - SmartStart documentation specification
 - Testing & summary review
 - Strategy Workshop focusing on Open Text's business-centric approach to ensuring success with Livelink – a high-level overview of Operational Modeling, Usability, System Design, and Governance
 - A one-hour MeetingZone session with a representative of Customer Support to introduce the support program, describe issue reporting and management processes, demonstrate the Open Text Knowledge Center and answer any questions about customer support

- Benefits**
- Accelerates deployment with services from experienced technicians applying numerous best practices
 - Establishes an initial system architecture that meets infrastructure and service requirements
 - Lowest cost of deployment
 - Provides quick justification for your technology investment

Contact Information For more information about this or any other Packaged Service Offering, please contact your account representative, regional Open Text Office or info@opentext.com.