Overview

Technical Support & Services

Zavanta ®
By COMPROSE

"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
- IT Security Center

Access to all self-help resources including:

- Online documentation
- 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:

- 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:

- Scheduled phone resolution
- Guaranteed SLAs – 4-8 business hours
- IT questionnaire (up to 10 hrs)
- User Management Automation
- SSO / API / User Management Automation 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.

- User Management Automation is included in the Enterprise 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.

User Automation Management

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

User Management Automation

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 as well as the rules for transfer. Then, Zavanta syncs with your application according to the rules.

HR System

Zavanta User Group
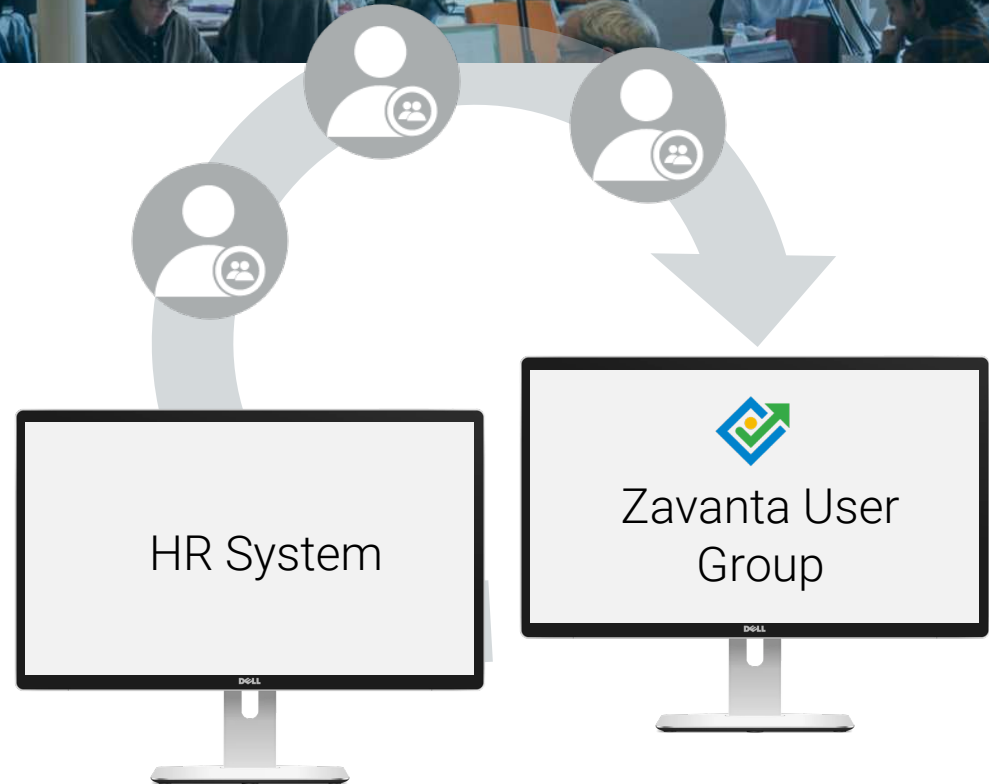
Analytics Data Feeds

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

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.