Zavanta
Product Guide

What is Zavanta?

A Policy & Procedure Standardization Platform

Clearly communicated standard operating procedures (SOPs) and policies are essential for any organization. Together, they provide a roadmap for daily operations and good decision making. Regulatory and accreditation bodies require them as well as proof employees are using them.

Zavanta cloud-based software helps you build a Policy and Procedure system that is purposely designed to drive employee performance and compliance outcomes.

Everyone knows what to do. ®

The modern solution

Zavanta breaks through the limits of static, unstructured document methods.

When you communicate your Operating Policies and Procedures in a way that is clear and engaging, employees work smarter. Operational risk and costs go down. Accountability is front and center.

Unfortunately, most enterprises duct-tape Word and document managers like SharePoint together just to get by. This gets messy fast, leading to wasted time, money, and even serious mistakes.

Enterprises rely on Zavanta to capture operational knowledge into a consistent structure that is easy to update, refine, track, translate, and use. You have a system you can manage with, train from, and that regulators love.

"Our SOPs are not mobile-friendly."

"Our policies and procedures are a scattered mess of PDF files."

"People can't find what they need."

"We've wasted thousands of dollars on a document management system no one uses."

"Updating is a nightmare."
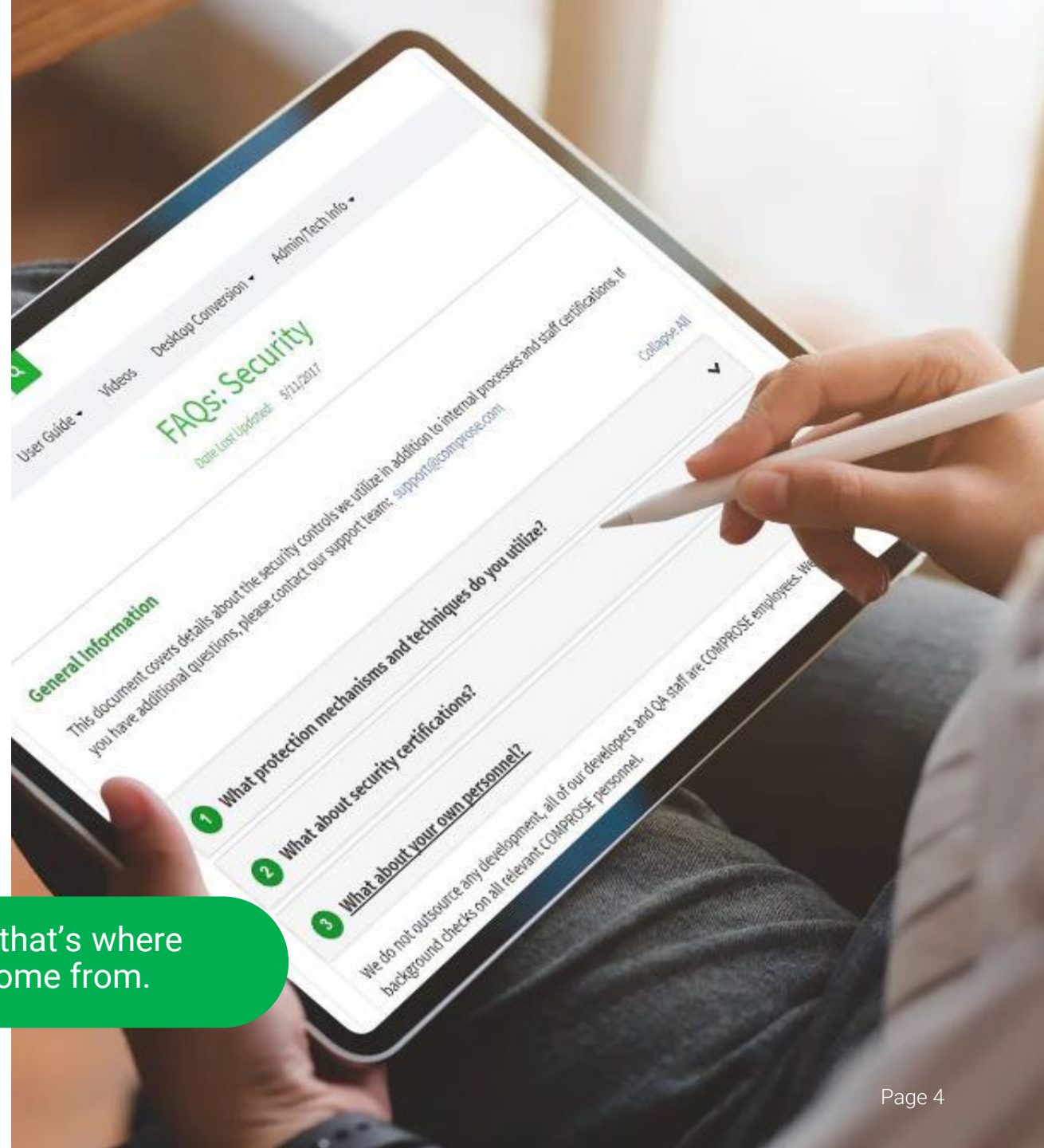
Zavanta's advantage

#1 Platform for Content Usability

Document management automation by itself doesn't mean that people will understand and follow your SOPs and Policies.

Our focus is on usability, because that's where the performance improvements come from.

With Zavanta, people find what they need, understand what they find, and use the information to always take the right action.

Our focus is on usability because that's where the performance improvements come from.

About Zavanta's
Structured Content model

SOP and Policy content is unique -- its constantly changing, the audience that consumes it is diverse, and there's a lot of it. Unlike like other kinds of content -- reports or marketing content for example -- people USE SOPs and Policies to take action, make decisions, and in some cases, even prevent a life-ending accident. So, its critical to get this right.

Traditional strategies and monolithic documents are outdated and inappropriate. Policy and Procedure communication at scale requires a more "industrial-strength" solution.
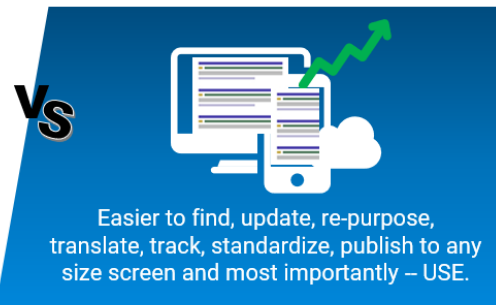
Zavanta's unique database foundation breaks content up into logical units. Content is "chunked" so that its easier to find, consume, update, translate, track, and re-purpose for different uses and audiences.

Unstructured Content   **Structured Content**

VS

Easier to find, update, re-purpose, translate, track, standardize, publish to any size screen and most importantly – USE.
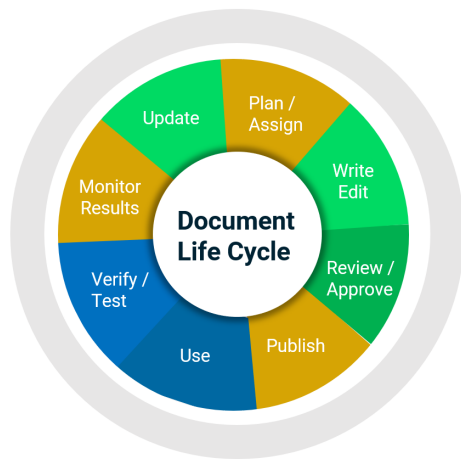
The 8 Key Benefits of a Structured Content Model:

1 The system does the formatting – not people - saving hundreds of hours in most organizations.

2 Content is standardized, more accurate, complete. Redundancies are eliminated.

3 Employees can quickly access content relevant to them instead of scrolling through pages and pages.

4 Content "chunks" can be combined and formatted differently, for different audiences, media, and devices.

5 Its easy to make global changes.

6 Structured Content systems deliver a higher ROI because they can address multiple use cases.

7 Content can be utilized in other systems.

8 You have more visibility to progress at any stage.

The power of automation

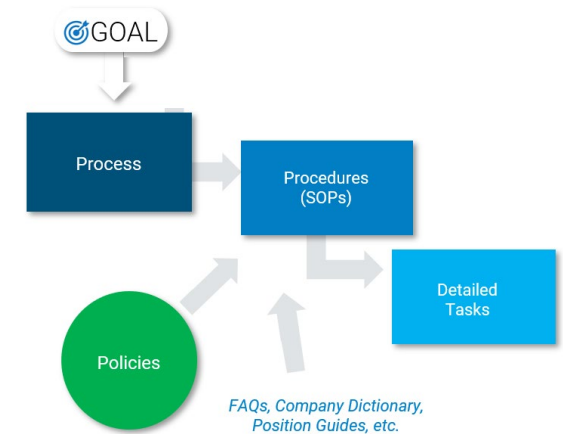## Tools to deliver high-quality content and a better user experience

Automate all life cycle phases.

Zavanta is an all-in-one solution. Authoring performance support is seamlessly integrated with automation and single source publishing.

Knowledge hub.

Employees have access to your "single source of truth." Content is easy to find, relevant, and useful.

Connect knowledge assets.

Link high-level processes to policies to standard operating procedures. You have a complete "ecosystem" that connects all critical information together.
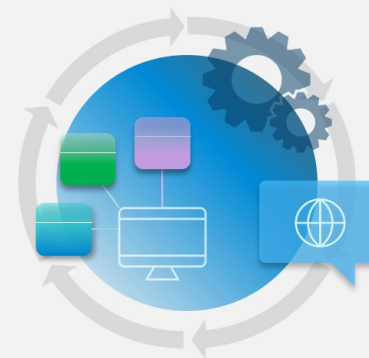
Global Translation System (GTS)

Transforming translation management into a lean process.

Zavanta's Global Translation System makes it possible to provide a single source of truth (all policies, SOPs, best practices) to employees, in their own language, at significantly less cost and risk than conventional approaches.

This is an add-on premium module to our Enterprise plans.

Many software products provide push-button translation but haven't yet solved the biggest barriers to realizing benefits: updating, review cycle complexity, publishing, version tracking, and project management.

Zavanta's GTS solves the problems inherent in conventional translation methods, streamlining all work tasks into a standardized, seamless process.

A gamechanger for Policy & Procedure translation:

✓ **Time and cost savings per document.**
Zavanta's automation significantly reduces per-document translation costs, resulting in hundreds of thousands of dollars in savings when multiplied across documents and language versions.
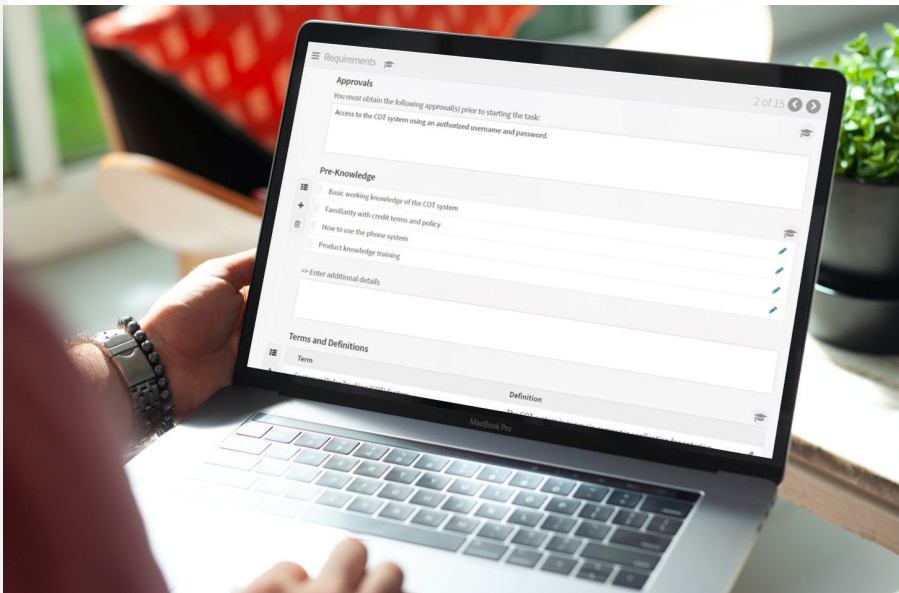
✓ **Reduced risk and non-compliance.**
Even the smallest translation error can increase risk. Conventional approaches lack the necessary controls, change tracking, and versioning required for auditing and regulatory compliance.

Zavanta User Types

Contributors

Contributor Users access all the functions of the software as well as the Employee Portal. These users include: Authors, Reviewers / Approvers, Admins, and Managers.

Readers

Reader Users are your employees or in case of a public portal, the general public. They have read-only access to content in your Portal. Readers can perform Read Verify, take tests, quizzes, provide feedback comments, rate documents, and customize their own Dashboard.

Zavanta Plans

Basic

Perfect for getting started, or for small companies / departments with 3-4 Contributor users and under 200 employees.

Teams

Perfect for midsize organizations. Includes all the features in the Basic Plan plus Workflow (Life cycle automation.)

Enterprise

Designed for large organizations needing advanced features including Employee User Automation. Includes all Zavanta features.

Zavanta Plan Features

	Basic	Teams	Enterprise
Structured Authoring / Standardization Controls	●	●	●
Secure, Searchable Employee Portal	●	●	●
Single source publishing on multiple devices / QR codes	●	●	●
Reviewer Markup / Commenting	●	●	●
Real time Portal Analytics	●	●	●
Read Verify Tracking and Reporting	●	●	●
Security, roles-based permissions	●	●	●
Automated Notifications	●	●	●
Versioning, Rollback, Change Tracking	●	●	●
SharePoint Search Integration	●	●	●
Single Sign On (SSO) Self-Service Integration	●	●	●
Workflow Automation		●	●
Testing + Feedback Surveys + Document Ratings		●	●
Global Translation System (GTS)			●
User Management Automation (UMA)		Upgrade*	●
Multiple Portals (with Sandbox)		Upgrade*	Optional, add-on cost
Public-facing Portals		Upgrade*	Optional, add-on cost
Analytics Data Feed Reporting		Upgrade*	Optional, add-on cost
Dedicated Customer Success Mgr.		●	●

Available in Teams Plan with Enterprise Support upgrade

Technical Support Overview

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

Implementation Roadmap and Services

Jump Start Program

(included in all Teams and Enterprise Plans)

Our experts do the initial setup for you (based on your goals and requirements) and then give you the training to build on it and maintain it.

Our experts will:

- Import a portion of existing content
- Create your Employee Portal
- Provide planning tools
- Conduct a series of training and hands on sessions including best practices advice based on over 30 years of experience
- Provide check-in assessments all along the way.

Other Services

Document import services – If you have existing content you want to reuse, our specialists will import your word-processed documents into Zavanta.

Training Classes / Hourly Consulting – Need a refresher on a specific topic? Need to onboard a new Admin or Author? Our experts are ready to assist!

Operations Mapping – Learn our proven method for creating systems – breaking high-level processes into procedures, identifying related policies. Learn the difference between Process, Policy, Procedure once and for all!

System Assessment – This is a great way to see if you're on the right track and ensure your system is optimized. One of our experts conducts a thorough review that includes organization, content, your portal, user manager and more. You get a written report and video of our recommendations.

"

If there was a gold standard for implementation, Zavanta would be it."

**Vicki Laughlin,
Document Control Specialist**

DEPLOYED
RESOURCES

Discover what Zavanta could do for your organization.

[Contact our Sales Team.](#)

Everyone knows what to do.