



# Zavanta

## Product Guide

COMPROSE  
everyone knows what to do.®

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.



Zavanta's advantage

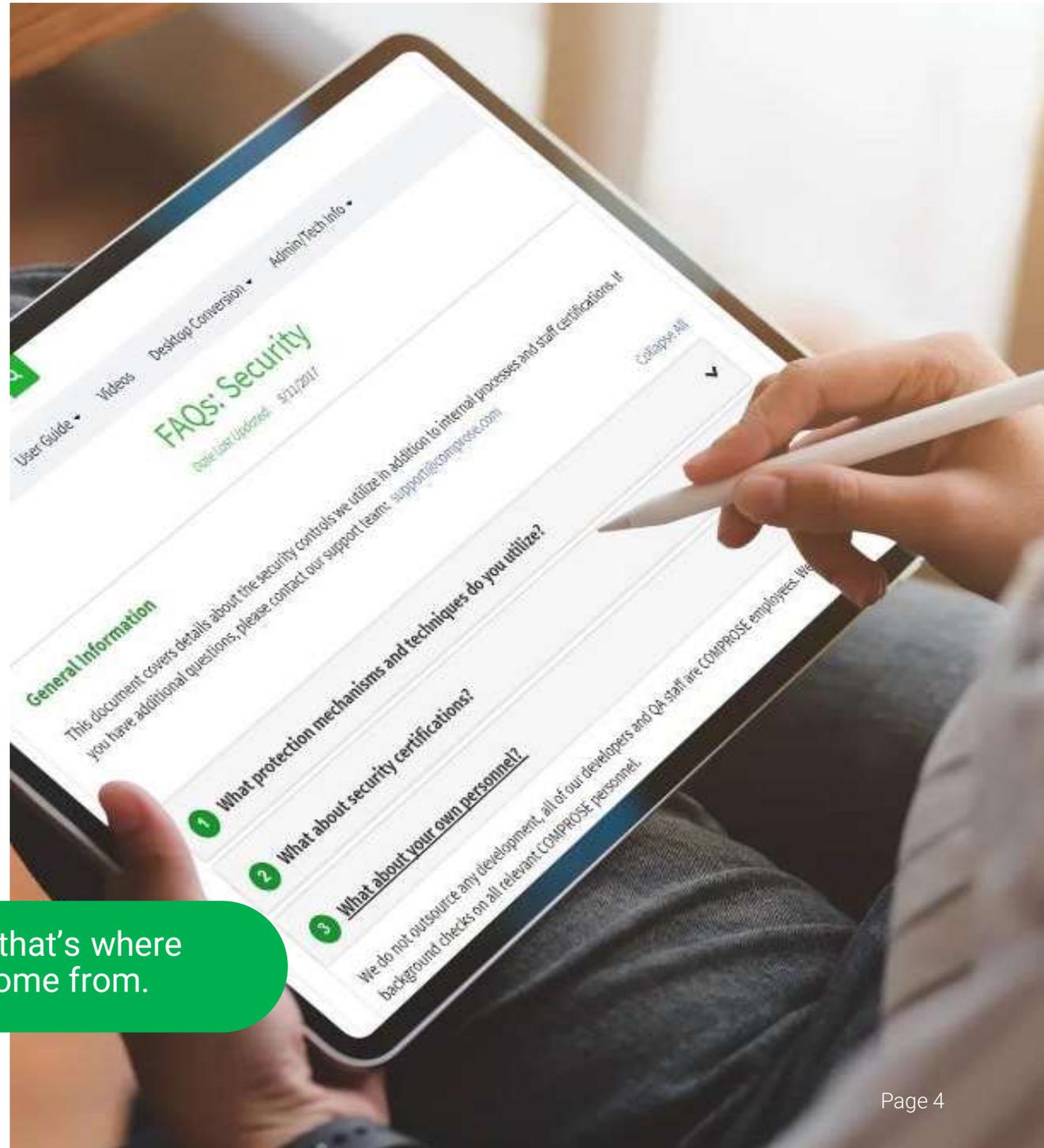
## #1 Platform for Content Usability

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.

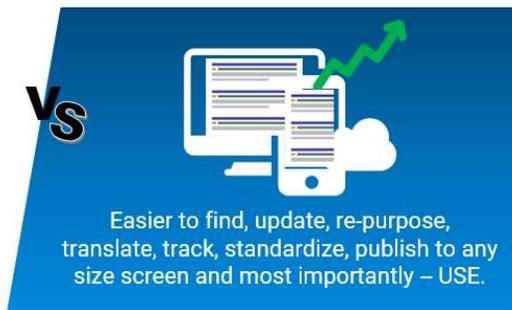
Traditional strategies and monolithic documents are outdated and inappropriate. Policy and Procedure communication at scale requires a more "industrial-strength" solution.

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**

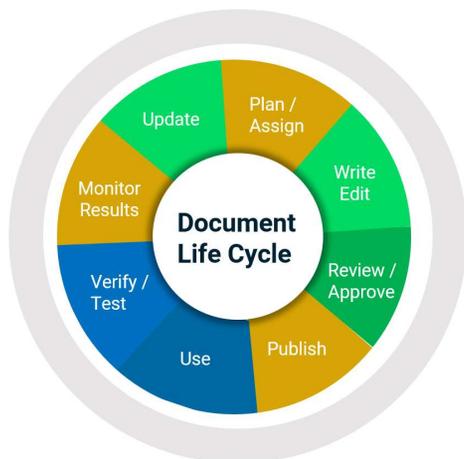


## The 8 Key Benefits of a Structured Content Model:

- 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



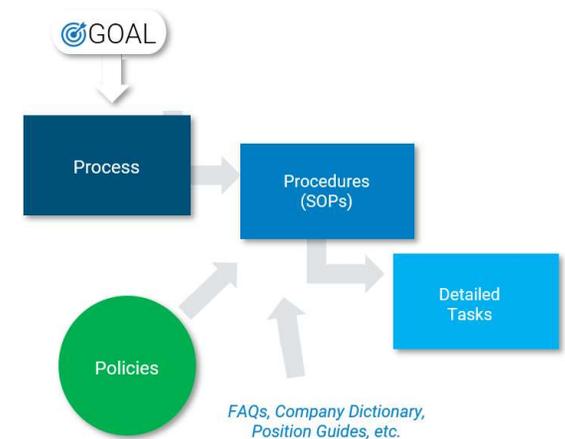
### Automate all life cycle phases.

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.



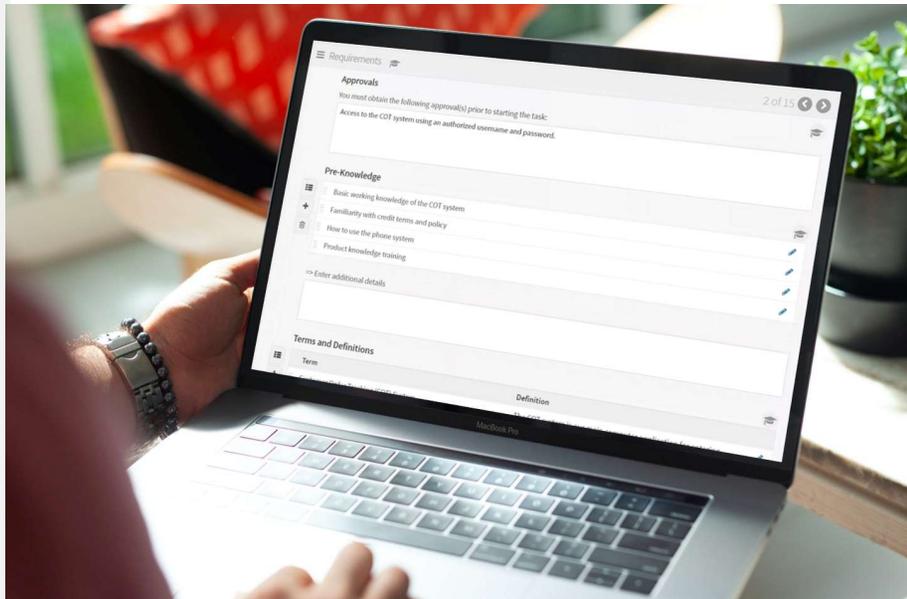
### Connect knowledge assets.

Link high-level processes to policies to standard operating procedures. You have a complete "ecosystem" that connects all critical information together.

# Zavanta User Types

## Contributors

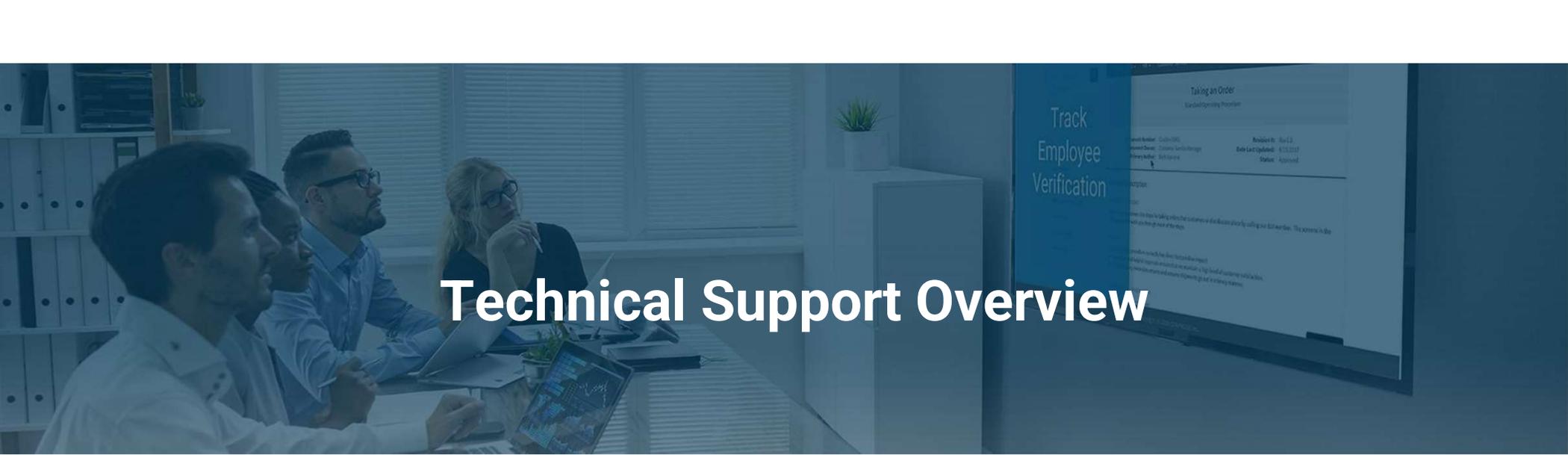
Contributor Users access all the functions of the software as well as the Employee Portal. These users include: Authors, Reviewers / Approvers, Admins, and Managers.



## 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.





# 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

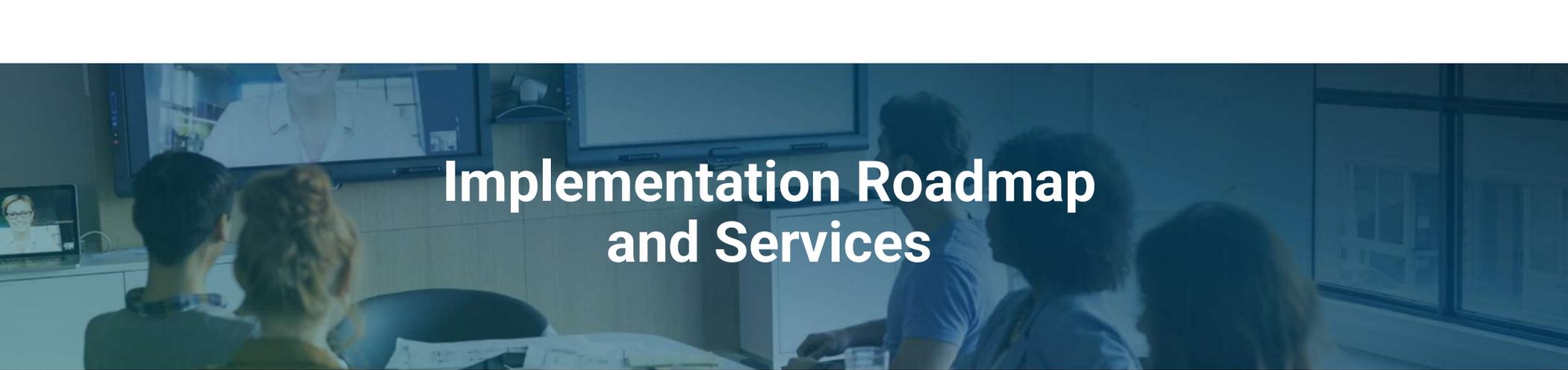
MS SharePoint search API documentation. This API allows SharePoint to seamlessly search Zavanta and return search results to both the Zavanta portal content and internal SharePoint documents.

## 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

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.

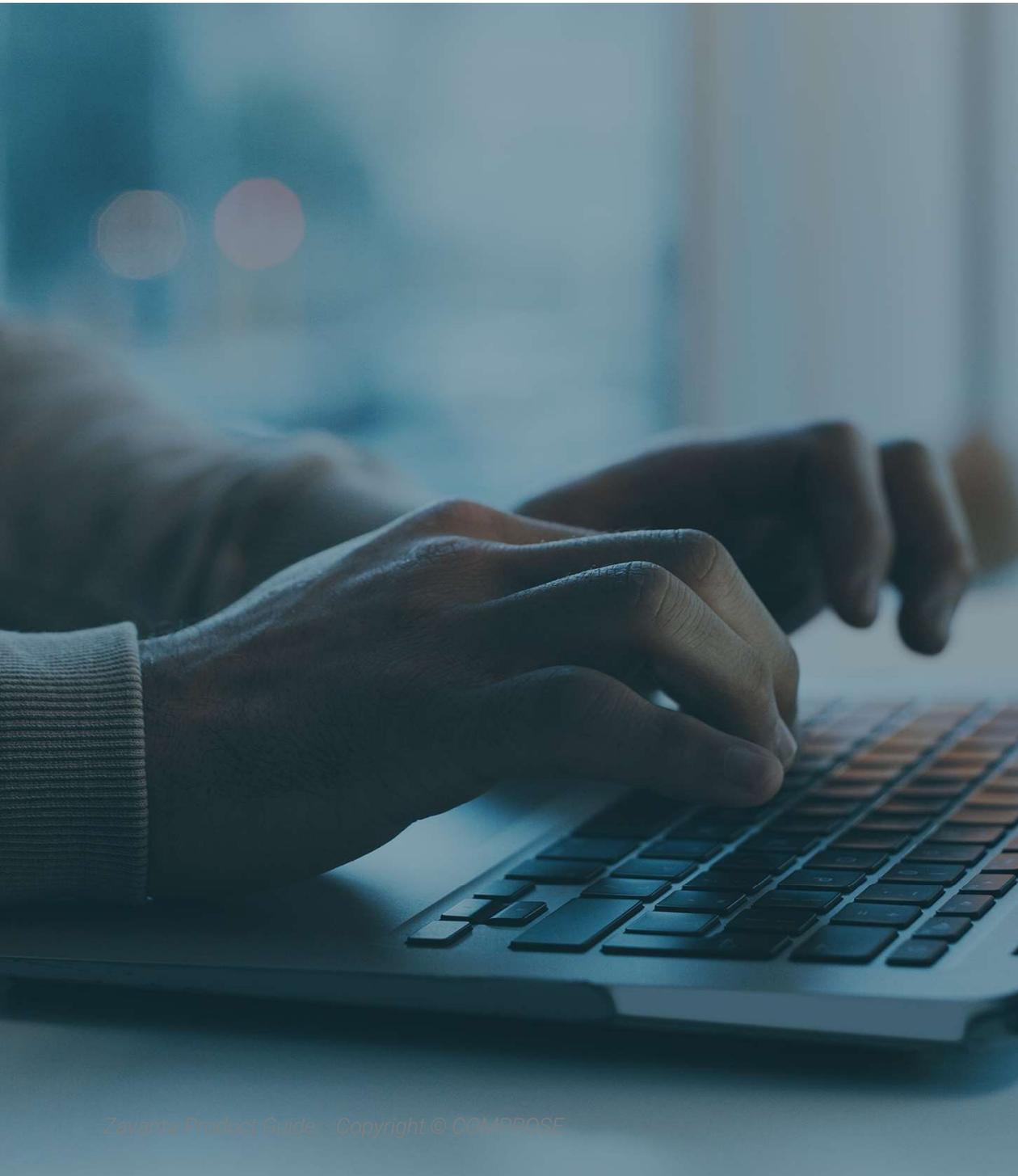
## Other Services

**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.”

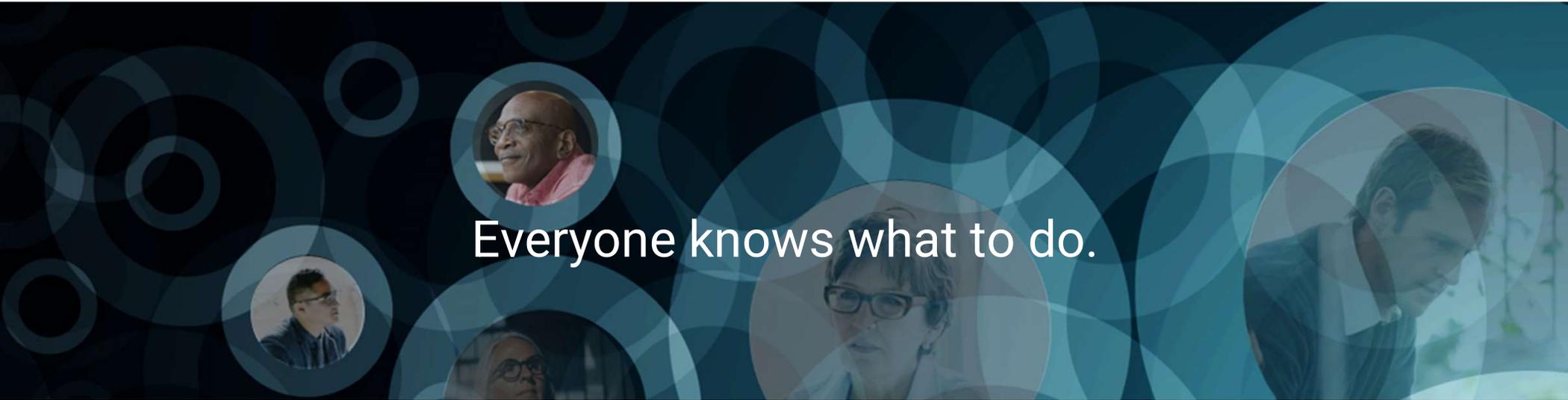
Vicki Laughlin,  
Document Control Specialist



# Discover what Zavanta could do for your organization.

[Contact our Sales Team.](#)

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Everyone knows what to do.