contentCrawler Maintenance

Description

Service to analyze the existing contentCrawler environment, document current state, highlight areas performing well and recommend configuration / process improvements to increase customer value from the solution.

Pain Points

Firms often do not have optimal contentCrawler configuration and processes in place, which limits the tremendous value they could be receiving from the solution.

Reasons for this include:
- **Configuration Challenges** – A lack of awareness surrounding the optimal contentCrawler configuration design can lead to underutilization of its capabilities.
- **Outdated Practices** – Customers who implemented contentCrawler a long time ago may not be leveraging the benefits of recently developed best practices.
- **Process Deficit** – The absences of processes to ensure the ongoing health of the system can lead to performance issues and inefficiencies.
- **Staff Turnover** – Frequent staff turnover within the firm can result in a loss of knowledge about the system and its functionalities.
- **DMS Connectivity** – Ensure the DMS connection is still valid and configured in the best manner will keep contentCrawler performing seamlessly.

Outcomes/Benefits

- **Best Practice Alignment** – Identify and rectify areas where the firm's implementation deviates from recognized best practices, ensuring optimal use of contentCrawler.
- **Functional Fixes** – Obtain expert guidance to resolve issues related to core functionality, enhancing system efficiency and user experience.
- **Reduction of downtime** – enabling email notifications of server activities and progress reports can help the firm avoid unnecessary downtime by alerting early when there is a problem.
- **Cost & Time Savings** – our expert-led maintenance administrative training minimizes the time and resources spent on self-learning or long-term training.

Firm Resources Required

- **IT Team -** Provide access and administrative permissions to firm's contentCrawler environment.

LITERA