



## Maximize Your Investment with SilkRoad Eprise RightStart

SilkRoad Eprise is the content management platform of choice for organizations wanting to decentralize processes for online content editing and publishing. By providing a streamlined interface, this nimble solution enables your business users to update your web site without having to learn new tools, and supports efficient management of web content.

### SilkRoad helps maximize your investment. Our product experts:

- ✔ apply their skills to optimize your SilkRoad Eprise implementation, maximizing your technology investment and driving user adoption – ultimately accelerating your ROI.
- ✔ help you to quickly leverage your investment in SilkRoad Eprise through careful planning, effective installation and software-specific training. Depending on the size and sophistication of the project, the RightStart process can help you deploy a typical site in two to three months.
- ✔ apply their deep knowledge of SilkRoad Eprise and its customizable extensions to inexpensively and quickly meet your business needs – their capabilities become your competitive edge.
- ✔ help you to seamlessly customize and integrate SilkRoad Eprise into your enterprise systems – utilizing their extensive experience with the latest Web Services technologies.

### SILKROAD EPRISE IMPLEMENTATION

SilkRoad technology has product experts who help maximize your Eprise investment by ensuring quick, efficient installation, while building an active partnership with you to develop customized solutions that will impact your organization's long-term performance. Our goal is to eliminate unforeseen obstacles – virtually before they can surface.

You can expect the highest level of implementation and unparalleled training assistance because SilkRoad Eprise is a SilkRoad product installed by SilkRoad Product Specialists. They truly understand the importance of an economical and seamless implementation. To meet your more sophisticated organizational demands, they will tell you about the complementary services that will leverage your existing technology and fully utilize the effectiveness of SilkRoad Eprise.

### SILKROAD EPRISE RIGHTSTART

Developed from SilkRoad's outstanding implementation record with organizations such as yours, RightStart is a methodical process delivered by our product experts that provides value throughout all implementation phases. The scope of SilkRoad Eprise RightStart is to provide functional specification and design assistance along with a "jumpstart" transfer-of-knowledge that will enable you to develop a fully functional web site – in a short time-frame and reflecting your business needs. The following are bundled into the RightStart implementation.

- ✔ **Training** includes up to four members of your team attending Site Development with SilkRoad Eprise, a four-day class designed for web developers held at a SilkRoad training facility.
- ✔ **Functional Specification and Site Plan Review** (Outside-in Discovery) comprises a review of the site functional specification to verify understanding of content management using an approach consistent with SilkRoad Eprise features, functionality, architecture and best practices.
- ✔ **Foundation Implementation** provides rapid development of key SilkRoad Eprise components resulting in an efficient site development launch and an effective transfer of knowledge from SilkRoad professionals to your technical staff. At the end of this phase, SilkRoad provides completed initial code, documentation and a roadmap for continued development after RightStart's conclusion.

## Extended Services

In addition to the standard RightStart service, SilkRoad provides expanded customization and integration offerings. The following solutions can be tailored to your organization's needs to enhance and extend the SilkRoad Eprise product.

**External Database Integration** allows you to access order status, inventory and other information with your business partners through extracting and integrating data from back-office applications.

**Security Integration** includes assisting you to determine security needs and integrate with LDAP or other security technologies in order to achieve "single sign-on."

**Advanced Branding** ensures that your customers, clients, vendors and partners work within an environment that reflects your unique brand. SilkRoad experts can design and develop user environments to help improve and advance your brand to the Web, increasing customer loyalty and market awareness.

**Visitor Interaction** integrates a designed solution with SilkRoad OpinionWare to obtain real-time, on-line feedback about content or promotions.

**Intranet Advantage** gives you the knowledge, tools and development support necessary to implement an intranet site using Site Generator, a tool that quickly enables creation of a multi tiered web site infrastructure suitable for corporate intranets.

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U.S.	+1 (336) 201.5100	+1 (336) 201.514
<i>toll free</i>	+1 (866) 329.3363	
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SilkRoad technology, inc., is a leading developer of content management and web collaboration application solutions that offer the ease of use, scalability, performance and total cost of ownership required by enterprises and service providers. SilkRoad technology innovative solutions provide web content management, network camera management, human resources and team collaboration application suites. SilkRoad technology is headquartered in Winston-Salem, NC with offices in Burlington, MA; Chicago, IL; Toronto, Canada, and Hamburg, Germany. For more information is available by visiting <http://www.silkroadtech.com> or by calling toll free at 866.329.3363 or internationally at 336.201.5100