



## *Globalization & Enterprise Content Management User Experience Consulting*



### **Overview**

COMSYS offers a suite of services around User Experience Consulting and Content Management System implementations. User Experience is loosely defined as all of the necessary disciplines to ensure that your applications and/or web site adhere to industry best practices in usability and design. The core activities of this group include Web Site Design, Information Architecture creation, and general Web Strategy creation. These services can be used across all technologies however are very relevant to Content Management System implementations.

Over the past several years, the web content management industry has matured resulting in many easy to use and powerful systems for administering web site content. A Content Management System provides a platform that at its core allows the average business user to add and modify web site content under a controlled approval process. Most Content Management Systems provide significant enhanced functionality including full web content authoring, basic web form development, advanced web search capabilities, workflow, and digital asset management. Today all web sites should be utilizing some type of Content Management System.

### **Content Management System Product Implementation Capabilities**

COMSYS is focused on the implementation of best of breed Content Management Systems including Microsoft, IBM, Vignette, Interwoven and Ektron. Ektron, Inc. is a recognized leader and software provider in the Content Management Systems marketplace. COMSYS offers a complete suite of services that can be tailored to fit your unique CMS implementation needs. With our proven C5 implementation methodology and the depth of our technical skills, we can provide a turnkey solution or be a long-term partner for all of your Web needs.

### **Our CMS Capabilities**

**Web Strategy Creation:** Our team of experienced business analysts and senior Web technologists will meet with your organization and help you map out a strategy for



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optimizing your organization's use of the Internet. This strategy session will include concrete activities backed by documented deliverables that illustrate any associated risks and costs (for budgeting purposes).

**Website Design Services:** COMSYS has a full spectrum of Web design skills that are brought to bear for all of our CMS engagements. These disciplines include Web graphic design, information architecture, and Website usability. We can help you design a compelling Website or work with your existing designs to bring them to life.

**CMS production installation and configuration:** Our expert CMS team will install your Ektron product and work with you to ensure that the product is configured properly for your environment. We will work with you to define security groups, access rights, workflow, search configuration, and template setup.

**Custom Application Development:** Your custom application development needs can be performed by our certified technical staff. COMSYS has a large staff of certified consultants with proven experience across technologies that can address almost any technical challenge. As a Microsoft e-Commerce Gold Certified partner, we have proven Web development experience that you can count on.

**Content Conversion:** If you are faced with a large or small amount of content that must be migrated to your new CMS-powered Website, our content migration teams will convert your content or assist you in the migration process through training. Our specialized team of content experts will handle the heavy load of converting your site to the Ektron CMS tool, while ensuring quality throughout the process.

**Custom Training:** We have developed a custom training program that takes the core Ektron training concepts and personalizes the delivery for your specific implementation. We offer "Author"-level training that covers all of the basics that are needed for your content contributors. For your technical staff, we have created training that encompasses an overview of the design process (in an Ektron environment) and discusses the core concepts, the key commands, and advanced system administration tasks that are needed to support your Ektron environment. We provide onsite instructor-led as well as Web-based instructor-led training.

**Post Implementation Support:** The COMSYS PROMISE maintenance services provide both reactive and proactive maintenance services. After your implementation, we can provide post implementation support to monitor your Ektron environment

or to provide general assistance. We can also provide proactive maintenance by reporting Website availability, showing you where people visit on your site, what they do on the site, and how much time they stay there, and by analyzing your site's search engine referrals.

### **Services**

The following services are available from the User Experience Group at COMSYS:

- Web Strategy Creation
- Web Site Design Services
- CMS Installation and Configuration Services
- Custom Application Development
- Content Conversion
- Custom Training Services
- Post-Implementation Support

### **COMSYS CMS Clients**

Christian Children's Fund  
YMCA of Greater Richmond  
City of Greenville, NC  
City of Alexandria, Va  
City of Fort Worth, TX  
Portsmouth Public Schools  
Anteon Corporation  
United Way of Greater St. Louis  
Opteum Financial Services  
Canon ITS Services  
City of Frisco, TX  
City of Ft. Worth, TX  
Stibo Catalog



COMSYS has been recognized by Ektron as its 2005 Partner of the Year, which reflects our strong track of record of successful Ektron Content Management System implementations along with an in-depth understanding of the Ektron product set that uniquely qualifies us for CMS engagements.

### **For More Information:**

COMSYS Globalization and ECM Practice  
globalization@comsys.com  
www.comsysglobalization.com  
877-6COMSYS

