

Crown Partners Professional Services

eRoom, CenterStage and RedCarpet Services

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RedCarpet

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eRoom to CenterStage Planning

- **Benefit** – Effective planning can insure that the maximum value is derived from the move to CenterStage. An effective planning exercise will ensure that budgets are more accurate and planned system functionality is aligned more completely with key business requirements to insure the maximum ROI and system effectiveness.
- **Crown Offering** – The migration planning process begins with a complete analysis and inventory of the legacy eRoom systems and customer specific requirements. This analysis will help determine what materials should be archived or migrated and what CenterStage configuration will best meet the customer's needs. Additionally the planning process includes a review of requirements and the development of a CenterStage infrastructure design.

Scope: Development of plan for a single P&L, business unit, or up to 100 eRooms.

Deliverables: Migration Roadmap (Calendar & Gantt); Migration approach document; High-level CenterStage Solution Design

Duration: 3 weeks

This is an ideal way to get started with the eRoom migration process. A low, fixed fee keeps the risk low and provides accurate estimates and plans to budget for a full eRoom migration and CenterStage implementation in 2009.



eRoom Archiving

- **Benefit** – Dormant eRoom content is packaged and archived into Documentum, where it can optionally be placed under retention to meet compliance and records management requirements. Additionally, proper archiving before migration will simplify and accelerate the final eRoom to CenterStage migration effort.
- **Crown Offering** – The Crown archiving service leverages Bulldozer technology. Archive processes are designed to meet the individual requirements of each customer. In the base offering, Crown designs the archive process, installs the archiving utilities into production and conducts an archive pilot of up to 10 eRooms. Additionally, Crown can either provide guidance to complete the archive process or conduct the archiving for the customer. This offering does not include analysis and selection of eRooms for archiving.

Scope: Develop archive process, deploy archive tools to production, conduct pilot archive of 10 qualifying production eRooms (no customizations).

Deliverables: Archive Process Document & work instructions; archiving tools installed in production; archive pilot log.

Duration: 3 weeks (for plan and pilot; additional migrations estimated on case-by-case basis)

Customer must obtain a license for Bulldozer (either lease or purchase) for the eRoom Archiving project. Customer must already have a Documentum repository installed and identified as the archive location.



CenterStage Deployment and Configuration

- **Benefit** – Crown brings the advantage of a close technical relationship with EMC and extensive EMC system deployment experience to the CenterStage customer. Crown consultants will focus on leveraging CenterStage to closely match each customer’s unique business needs, maximize ROI and become an enabler of effective business operations.
- **Crown Offering** – Crown CenterStage deployments are based upon proven Crown solution delivery methodology. Specifics are defined in a Statement of Work (SOW), which is based upon Crown’s detailed knowledge of CenterStage. There is some variability in the scope of this solution, depending on the customer’s environment, the size and complexity of the CenterStage deployment, and prior planning activities.

Scope: Installation of CenterStage in Development and Production environments; Development of two configuration templates; Basic application configuration.

Deliverables: Installation report, Configuration Report, Knowledge Transfer Presentation.

Duration: 2-4 weeks

If the customer previously engaged in our Planning services and the solution is relatively straightforward, the cost would be on the lower end of the scale. If some planning and design is necessary, integration with existing systems (Documentum, LDAP, etc.) are necessary or the solution needs to scale to support a large enterprise, then the cost could exceed these estimates.



Turnkey eRoom to CenterStage Migration

- **Benefit** – Export all valid content out of eRoom and reduce cost through turn-down of eRoom infrastructure. Accurately move content into CenterStage and the Content Server. Most cost-effective migration within tight migration windows. Minimizes the amount of manual data manipulation and reconciliation.
- **Crown Offering** – In the turnkey migration offering, Crown consultants will perform the entire migration from beginning to end. This will allow for the turn-down of eRoom, and full content availability in CenterStage. Other options (described below) include accelerated self-sufficiency and remote technical migration support offerings.

Pre-requisite: eRoom to CenterStage Planning

Scope: Migrate all qualifying eRooms to CenterStage (no customizations)

Deliverables: Migration Process Specification, Migration Report

Duration: 2 weeks (up to 20 eRooms) – 8 weeks (up to 1000 eRooms)

For larger migrations, a Bulldoser license (purchase or lease) may also be necessary.



Accelerated eRoom Migration Self-Sufficiency and Technical Support

Accelerated eRoom Migration Self-Sufficiency

- **Benefit** – Customers that are interested in performing the migration in-house can purchase training and planning services from Crown Partners on the RedCarpet or Bulldoser products and/or migration approaches.
- **Crown Offering** – The standard accelerated self-sufficiency offering includes a professional Bulldoser or RedCarpet training course (with labs), analysis of the customer's environment and requirements, installation and configuration of the migration utility, the creation of a migration plan and hands-on support for a pilot migration of up to 5 eRooms.

Scope: Deliver formal training; analyze environment and requirements; develop migration plan; assist with pilot migration

Deliverables: Migration Process Specification, Migration training

Duration: 2 weeks

For larger migrations, a Bulldoser license (purchase or lease) may also be necessary.

Technical Support

- **Benefit** – Expert technical assistance available to respond quickly to the customer's needs as they arise and help the customer avoid costly experience by trial and error. As a result the customer deployment team becomes more productive more quickly.
- **Crown Offering** – Crown technical support is available in 40 hour blocks. Customers can access support via an on-line support center which is password protected. Support personnel are available during business hours.

Scope: Remote technical assistance

Deliverables: Technical documentation and recommendations, as appropriate

Duration: 40 hours

