

ContentIT

Industry: Higher Education

CHALLENGE

A U.S.-based University wanted a straightforward way to bridge silos and ensure that every user had access to the information they needed to solve a task, find a document, or move a business process forward.

The challenge was aggregating all sources of documents (ERP, CMS (Content Management Systems), LMS, etc.) document sources within a single search experience.

SOLUTION

- ContentIT from ThoughtFocus is a connector platform that seamlessly integrates documents and content with systems like ERP, CRM, LMS (Learning Management System) and/or cloud systems.
- The ContentIT connector platform lets users search for content based on their access levels. Access to content is determined by security from your other systems – this ensures your content is safe when accessed through other portals.
- With ContentIT connected to the University's search engine, the ThoughtFocus team transformed the search experience and helped students find content regardless of where it was located —repositories, SharePoint sites, email systems, network shares, intranets, extranets, websites, databases, social media, and all other places.

Benefits

- Users can now analyse and explore the relationships and connections between disparate pieces of information.
- ContentIT helped the University meet the growing challenge of managing enterprise content with greater speed and efficiency.